

CHARLOTTE COUNTY
Human Services
2017
COMMUNITY
NEEDS
ASSESSMENT



Prepared By:

Charlotte County Human Services

Charlotte County

Board of County Commissioners

Mission: To be the energy in making Charlotte County a beautiful and enriching place to live.

Vision: To exceed expectations in the delivery of public services.

Values: Integrity, customer service, partnership, innovation, and stewardship.

The County's mission focuses on excellence in the delivery of public services and a commitment to protecting and enhancing the community's quality of life. Charlotte County believes success in this mission depends on the collective efforts of a diverse workforce made up of individuals who embrace an open for business mentality and are dedicated to superior services and performance.

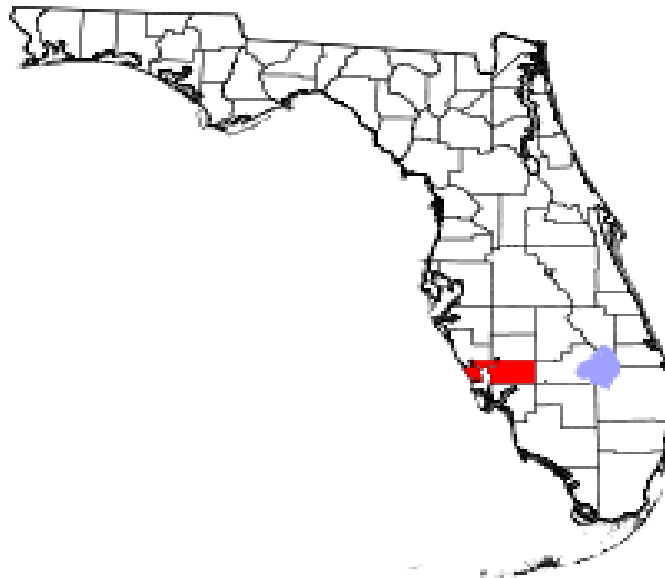


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Charlotte County Human Services

Mission: To improve the quality of life by connecting the residents of Charlotte County with supportive programs and services through community partnerships, advocacy and information.



Vision: To create a healthy and self-sufficient community.

Charlotte County Human Services Community Needs Assessment

Charlotte County Human Services (CCHS) is also required to conduct a Community Needs Assessment every three years. Charlotte County Human Services Family Services Division continues to stay in compliance with the Department of Economic Opportunity and the Community Services Block Grant (CSBG) by conducting this needs assessment.

Charlotte County Human Services (CCHS) Community Needs Assessment identifies the strengths and resources available in the community to meet the needs of families and residents of Charlotte County. CCHS community needs assessment focuses on the capabilities of the community, including but not limited to its citizens, available agencies, and organizations who participate in assisting families. The assessment also provides the framework for developing and identifying services, solutions, and building programs and services that will support families in need.



Photo: familiesfeelingSAFE.co.uk

Acknowledgements

Charlotte County Human Services (CCHS) worked diligently to accurately identify the needs of the community. In the effort of not duplicating services CCHS had partnered with multiple agencies and organizations in the community, which lead to the gathering of accurate information, properly evaluate the information, assess the information, and use the information to better coordinate all services provided to improve the lives of the residents and families of Charlotte County. Without these partnering agencies and organizations cooperation and participation, CCHS would not have had the opportunity to accurately conduct the Community Needs Assessment.

A special thank you goes to the following individuals who were responsible for the planning and constructing of this 2014-2016 Community Needs Assessment.

- Faezeh Andrews; Ph.D.: Information & Referral Manager, Charlotte County Human Services
- Thaddeus Boston: Case Manager, Charlotte County Human Services.
- Stephanie Lucy: Charlotte County Human Services Student Intern, University of Phoenix
- Luis Yeguez: Program Specialist III, Charlotte County Human Services

Community Partnerships

Charlotte County Human Services works with other public and private organizations to expand service opportunities for individuals and families to achieve family and community outcomes. Formal and informal working partnerships with public or private agencies, organizations, or individual service providers expand the CCHS service opportunities to low-income individuals and families as required by the Community Service Block Grant.

Charlotte County Human Services' partnerships include organizations such as; Nonprofit, Faith Based, Local Government, State Government, Federal Government, For-Profit Business or Corporation, Consortiums/Collaboration, Housing Consortiums/Collaboration, School Districts, Institutions of postsecondary education/training, Financial/Banking Institutions, Health Service Institutions, and State wide associations or collaborations, or any other organization or service provider that will help coordinate referral and exchange of services and program participants. Below is a list of current Charlotte County Human Services partners and the programs and initiatives they collaborate with, as follows:

20th Circuit Judicial Court, Juvenile Division
Affordable Housing Advisory Council
American Association of Retired Persons (AARP) Foundation Senior
Area Agency on Aging for Southwest Florida
Baker Center
Big Brothers and Big Sisters, Suncoast - Charlotte County
Boys and Girls Clubs of Charlotte County
Career Source Southwest Florida
Center for Abuse and Rape Emergencies (CARE)
Charlotte Behavioral Health Care
Charlotte County Board of County Commissioners
Charlotte County Collective (C3)
Charlotte County Habitat for Humanity
Charlotte County Healthy Start Coalition
Charlotte County Public Schools
Charlotte County YMCA
Charlotte Technical College
City of Punta Gorda
Coastal Behavioral Healthcare
Community Action Agency Advisory Board (Tripartite)
Community Health Improvement Partnership (CHIP)
Department of Children and Families
Florida Department of Economic Opportunity
Drug Free Charlotte County
Early Childhood Policy Council
Early Learning Coalition of Florida's Heartland

Florida Association of Community Action Agencies
Florida Association of County Human Services Administration
Florida Center for Early Childhood-Healthy Families
Florida Department of Health in Charlotte County
Florida Department of Juvenile Justice
Florida Department of Law Enforcement Officers
Florida SouthWestern State College
Food Connection
Guardian Ad Litem
Gulf Coast Partnership
Hearing Impaired Persons
Homeless Coalition of Charlotte County
Housing and Urban Development
Jesus Loves You Ministry
Jewish Family & Children Services
Manatee County Community Action Agency
Parents in Action
Punta Gorda Housing Authority
Together Charlotte
Salvation Army
School Health Advisory Committee
St. Vincent De Paul Society
United States Department of Health and Human Services
United Way of Charlotte County
Virginia B Andes Volunteer Community Clinic

Disclaimer: The findings in this study represent the most pressing needs as identified by the most current statistics available at the time of data collection and surveys and community input. Charlotte County Human Services recognizes that there are limitations to the spectrum of the quality and availability of data. By no means does the following report encompass the needs of the entire Charlotte County community.

Who Are We? Charlotte County Human Services

The Charlotte County Human Services Department is located at 1050 Loveland Blvd. Port Charlotte, FL 33980, and it consists of five divisions; Charlotte 2-1-1, Family Services, Housing Services, Senior Services and Veteran Services.

Charlotte 2-1-1 Information & Referral Services

Charlotte 2-1-1 is a nationally accredited call center that provides information and referrals to services such as mental health, senior care, youth and family support, housing, transportation, emergency resources and volunteer opportunities.

Family Services Division

The Family Services Division aims to improve the quality of life of Charlotte County residents with supportive programs and services through community partnerships, advocacy, and information.

The Family Services Division also coordinates programs such as:

- Low Income Home Energy Assistance Program (LIHEAP)
- Food Pantry
- Rental Assistance
- Health Care Responsibility Act (HCRA)
- Indigent Burial
- Civil Citation

Housing Services Division

The Housing Division administers funds available for affordable housing initiatives. Its housing efforts are accomplished by developing partnerships with local lenders, nonprofit organizations, and affordable housing developers. The program receives funding from the State Housing Initiative Partnership (SHIP).

Senior Services Division

Senior Services case managers assist community residents with accessing a wide array of supportive services including a care plan based on an assessment of need. Services and specific program eligibility criteria vary.

Veteran Services Division

Charlotte County Veteran Services Officers provide Charlotte County veterans and their families with information and access to programs and services available through the US Department of Veterans Affairs (VA) and the Florida Department of Veterans Affairs (FDVA). Types of assistance provided by the VA include various benefit claims, health care enrollment, and burial claims. Benefits provided by FDVA include homestead tax exemptions, and DV license plates and ID cards for veterans with a 100% permanent and total disability rating.

For information regarding Charlotte County Human Services programs and information please visit: <https://www.charlottecountyfl.gov/dept/humanservices/Pages/default.aspx>

Charlotte County Human Services



Introduction

Why is Charlotte County Human Services (CCHS) conducting a Community Needs Assessment (CNA)? The purpose of the Community Needs Assessment is to give CCHS the opportunity to evaluate its programs and services that assist the residents of Charlotte County that are currently living in poverty. The Community Needs Assessment will allow Charlotte County Human Services Department to help identify the key issues in the community and properly identify any major gaps in area of services that are currently being offered to the residents of Charlotte County. The CNA will allow CCHS to properly structure its programs and services to assure that the needs of Charlotte County residents are met, and assure that those services will have an immediate impact on the families being serviced.

CCHS, partnering organizations, and most importantly, the community, will benefit from the CNA because it will:

- Lead to stronger partnerships with current and future community partners.
- Allow CCHS to accurately identify and coordinate services geared to fit the appropriate needs of the residents of Charlotte County.
- Allow the residents of Charlotte County to properly receive benefits and services necessary to address the needs of their families.
- Inform the residents of Charlotte County of all programs and services provided by CCHS.

EXECUTIVE SUMMARY

COMMUNITY NEEDS ASSESSMENT 2014-2016

Prepared by Charlotte County Human Services

Charlotte County Human Services (CCHS) conducted a Community Needs Assessment (CNA) for the 2014 through 2016 years. The CNA is a requirement by the Department of Economic Opportunity, but it also gives CCHS the opportunity to truly understand the needs of the residents and families of Charlotte County, and how CCHS can help to appropriately address those needs. Although the overall community needs are presented, the focus will be on the Charlotte County Human Services data and the area of needs.

Throughout the years, CNAs have been previously conducted collectively with partnering organizations in Charlotte County, however, in 2017 CCHS is independently completing this CNA to comply with Community Services Block Grant (CSBG) requirements. This CNA data will present the decline in employment, the rising cost of housing, the rising numbers of Charlotte County residents living in poverty, and the increasing population in Charlotte County. It is essential for there to be programs and services in place where the residents of Charlotte County can rely on receiving assistance that will help them and their families feel safe and have an immediate impact on those individuals and families.

CCHS anticipates that the CNA will not only benefit the department, but also the community and residents of Charlotte County because of the following:

- It will help to strengthen the relationships that currently exist with community partners and CCHS
- Services that CCHS provides will directly impact the residents and families that are being served.
- The needs of the community will be addressed in a timely manner.
- Residents of Charlotte County will be more informed about the services that CCHS provides.
- The key findings in this study will serve as a guide on how to coordinate & implement available programs in the future.

METHODOLOGY

Charlotte County Human Services (CCHS) needed to effectively evaluate its overall services, identify key community needs, issues, and arrange available programs that will help to address the needs of the residents of Charlotte County. CCHS applied several approaches that focused on six key human services issues: Education, Employment, Family Social Services, Health, Poverty, and Transportation. This evaluation was divided into three phases.

Phase I – Explore and analyze the demographics of the population receiving assistance from CCHS in regards to the characteristics of the county’s target population for these services.

Phase II – Analyze the six Key Community Needs

- Education
- Employment
- Family Social Services
- Health
- Poverty
- Transportation

Phase III – Analyze and set a priority of services provided by CCHS, thus allowing the agency to identify possible solutions for and propose action to address the findings.

Consecutively, the following report(s) were produced:

Analysis of the five key issues in the community served by CCHS, and the distribution of those services:

- a. Homeless Prevention and Housing Stabilization
- b. Economic Self-Sufficiency
- c. Juvenile Diversion
- d. Childcare
- e. Emergency Financial Assistance

The reports consist of data tables, surveys, graphs, descriptive text, and maps. Together, the reports offer a rich description of Charlotte County’s population targeted for and receiving assistance from CCHS. The following are highlights that were generated from the phase I, II, & III reports.

PHASE I – DEMOGRAPHIC PROFILE

Charlotte County is located on Southwest Florida's Gulf Coast, and borders Sarasota and Desoto Counties to the north, Glades to the east, and Lee County to the south.

Charlotte County has seen a significant growth over the last few years. From 2010 to 2016 the population has grown from 159,935 to 178,465 residents.¹ The number of residents of at least 65 years of age makes up 37 percent of the total population, 29 percent is 45 to 64 years of age, 11 percent of the population is 30 to 44 years of age, 8 percent is 20 to 29 years of age, and 15 percent is under 20 years of age. In addition, female residents outnumber the male residents of Charlotte County 51% to 49%.

In 2015, the white population made up 90.4% of the total population, compared to 90.5% in 2010. The county's population is 6.1% African American, 1.5% Asian, and 0.3% is Native American. The Hispanic population has also continued to grow from 5.76% in 2010 to 6.8% in 2016.

The demographics of those served by the Charlotte County Human Services (CCHS) Family Services Division are comparable to those of the County. CCHS assisted 8,432 individuals, representing a total of 3,506 families from January 1, 2014, through December 31, 2016, reporting years. Of those clients served, the majority were females between the ages of 24 and 44. Family Services can also report that 79% of those served were white, 20% African American, and 1% Native American, Asian, and another race(s).

Much of Family Services clients (64%), fell within the 50% or lower level of income Health and Human Service guidelines. Not surprising, since 40% of Charlotte County is living in poverty or below the Asset Limited, Income Constrained, Employed (ALICE) threshold, which will be discussed further in this report.

From 2014-2016, Charlotte 2-1-1 received and responded to 39,412 calls for information and referral. Charlotte 2-1-1's database contains 426 non-profit & government agencies and 561 programs available to Charlotte County residents, in addition to collecting data based on the calls received.

Projections from the Charlotte County Economic Development Office estimates that the county's population in 2030, at a medium growth rate, could grow an additional 12.29% to 200,400 residents². This projected increase is relatively low compared to the growths we have been experiencing over the past few years.

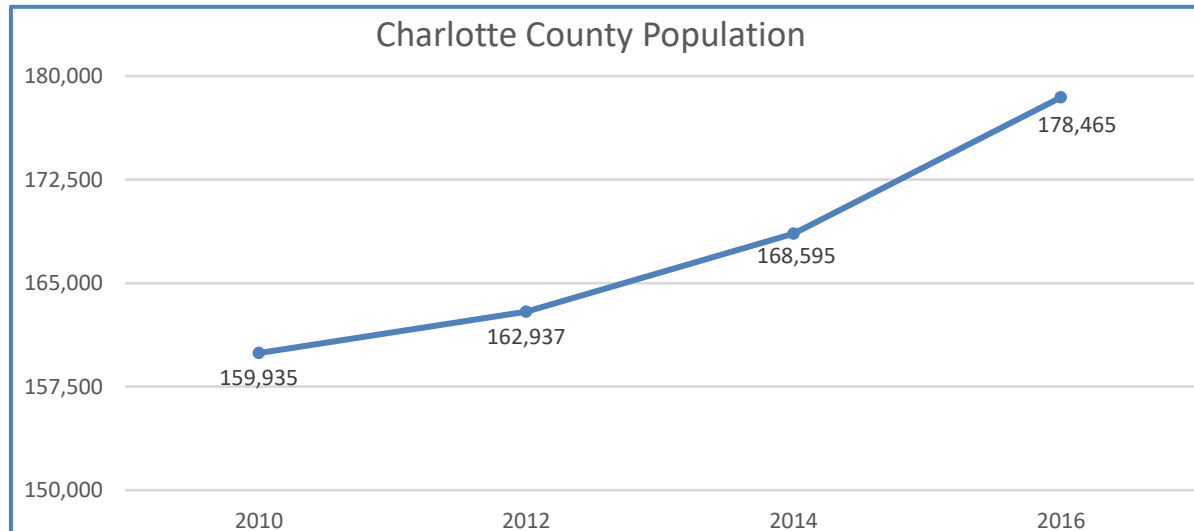


Figure A. Source: U.S. Census Bureau, 5-year Annual Estimates of Residential Population, 2010-2016

Race and Ethnicity

Charlotte County continues to be a predominantly white community; while minority populations have grown, however, at a slow rate. The population by race in Charlotte County is comparable to that of the 2013 CNA.

In 2015, the white population made up 90.4% of the total population, compared to 90.5% in 2010. The county's population is 6.1% African American, 1.5% is Asian, and 0.3% is Native American. The Hispanic population has also continued to grow from 5.76% in 2010 to 6.8% in 2016.³

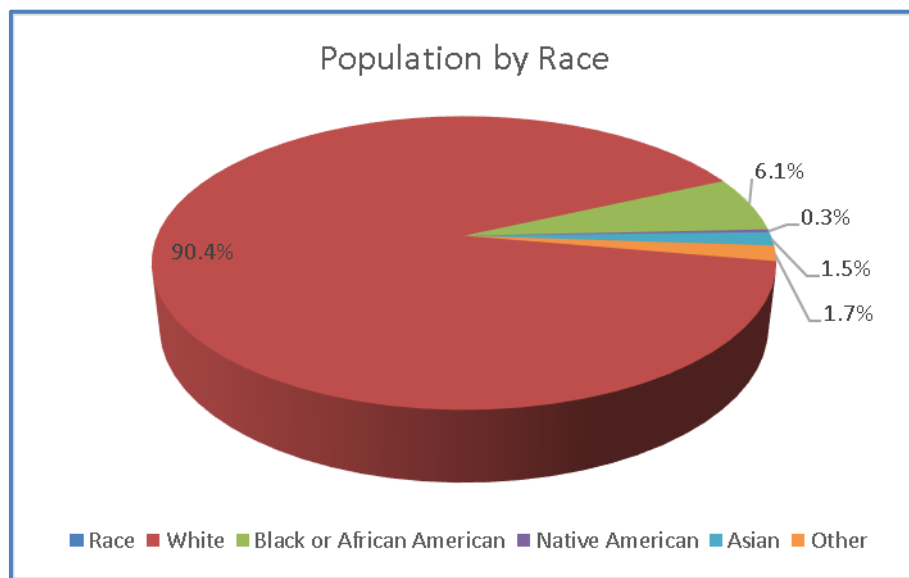
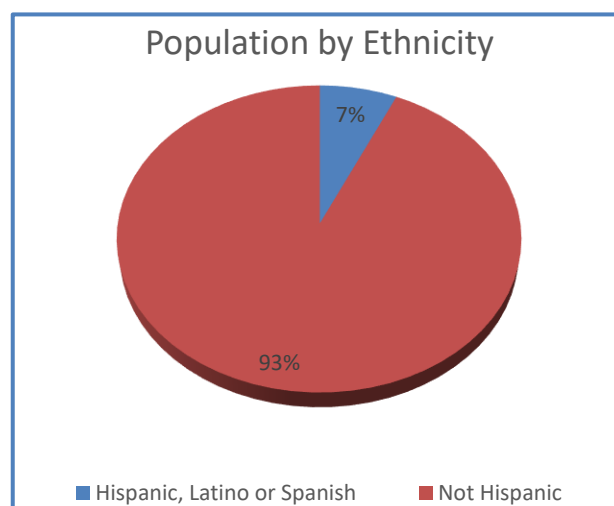


Figure B & C. Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-year Estimates

Diversity is one of the many aspirations that Charlotte County residents desire for this community, as presented in the 2016 Together Charlotte Community Conversations (Appendix 3). The Family Services Division's population by race shows a larger number (75.6%) of those served are White. While only 19.52% are African American and 4.73% are multi-racial or another race. Reports also show representation of 87.96% of those served being non-Hispanic.



Age & Gender

Charlotte County is notably a retirement community, with 37% of the population over the age of 65. Comparing the 2015 estimates to 2010, Charlotte County has seen a 2.4% decrease in residents 25 to 54 years of age and a 4% increase in those 55 and older.⁴

Whether it is the weather or the lifestyle, Charlotte County is desired by those who are retired or are soon to be. In 2015, with a median age of 57.3⁵ Charlotte County remains the 2nd oldest county in the state of Florida, as well as the nation, with 37.7% of the population over the age of 65 in 2014.⁶ Females also outnumber the males in Charlotte County 51.3% to 48.7%.⁷

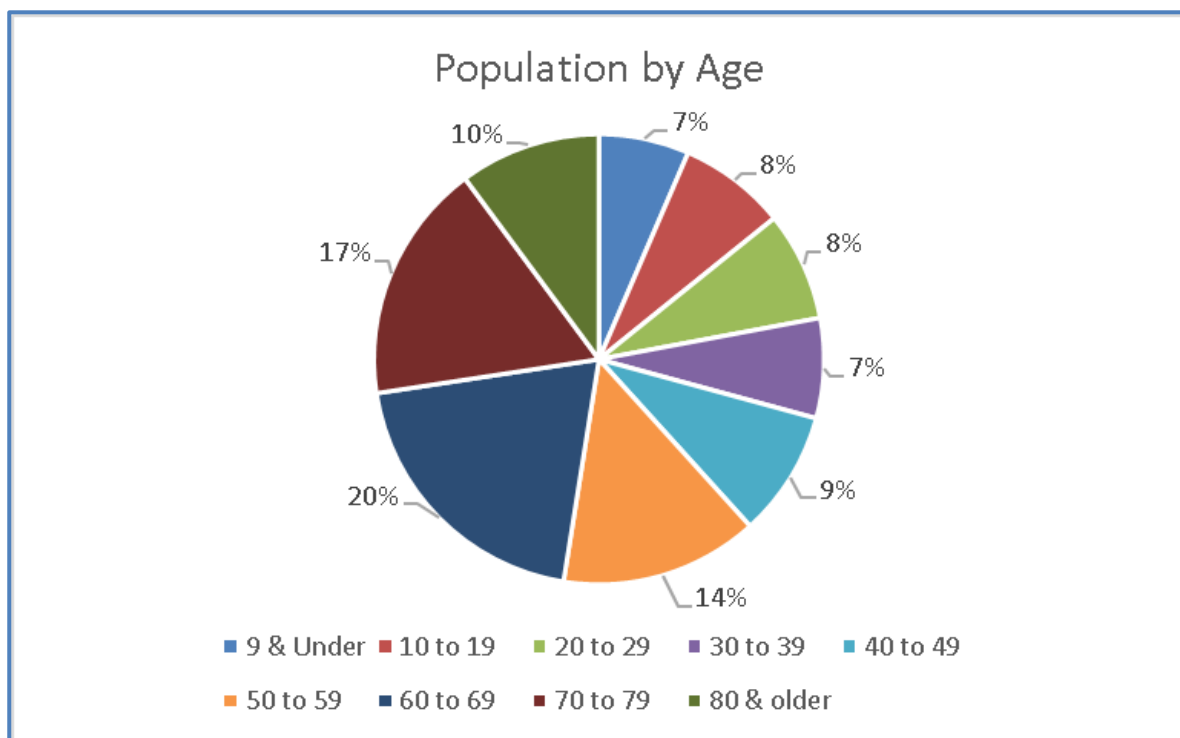


Figure D. Source: U.S. Census Bureau, Annual Estimates of the Resident Population for Selected Age Groups by Sex, 2011-2015

The Family Services division serves 12% more female residents than male with most of those served were between 24 and 44 years of age. While Charlotte County's overall population shows greater numbers of those being over 65; Family Services finds that those seeking assistance are in their working years, 18 and 54 years of age.

PHASE II – KEY COMMUNITY NEEDS

The opportunities identified are grouped by the six-key human service issue areas determined. The key community needs have continuously remained the same over the years, in which value was shown to be greater as updated data and resources instead of new statistics that were not comparable to previous assessments. While the needs identified within each area are fundamental for everyone, they are even more crucial for an individual or family living in poverty.

The following key issues were drawn from 2013 Community Needs Assessment (CNA) in comparison to Charlotte County Human Services' (CCHS) 2014-2016 CNA. Whereas, CCHS' 2014-2016 CNA determined the key community needs issues or elements were the same as 2013 CNA key community needs issues or elements, in which, being addressed throughout this document. The key community issues or elements are as follows:

Education

- Support early childhood development and kindergarten readiness initiatives.
- Support Charlotte County Public Schools initiatives for academic success. High percentages of students receiving free and reduced lunches, low test scores and chronic absenteeism are indicators of students at risk of academic failure.
- Increase opportunities and reduce barriers at the high school level so that students can continue their education.

Employment

- Encourage educational attainment beyond high school to meet the growing needs for a high skilled workforce.
- Diversify the local economy.

Family Social Services

- Use the results of the Developmental Assets survey to further support youth development activities in Charlotte County.
- Increase education and awareness about youth and adult domestic and substance abuse.

- Increase affordability and decrease barriers of youth extra-curricular programs.
- Increase capacity and availability of quality diversion programs for juvenile offenders.
- Improve the availability and capacity of services for Charlotte County's large but varied senior population.

Health

- Attract more physicians to Charlotte County and increase the number of Medicaid and Medicare providers to meet the needs of the population.
- Increase availability of and support existing efforts to provide affordable health care services.
- Support services that increase access to prenatal care to promote positive birth outcomes.

Poverty

- Explore best practices and innovative solutions for affordable housing in Charlotte County.
- Increase access to emergency shelter and transitional housing for the homeless population.
- Increase access to quality affordable childcare services.
- Increase opportunities for short-term financial assistance and financial self-reliance to help break the cycle of poverty.
- Support coordinated efforts among local food pantry providers to improve the services between providers addressing food needs.

Transportation

- Embrace the findings of the upcoming 10 Year Transit Development Plan.
- Consider the options presented in the Transit Latent Demand Study.
- Form a community consensus on transportation needs.
- Explore alternative means of transportation.

Education

Pursing and gaining quality education has historically been viewed as the way to obtain an advanced quality of life and a way to obtain better socioeconomic status. The potential to earn more money throughout a lifetime has been endlessly associated with the level of education that one successfully obtains.

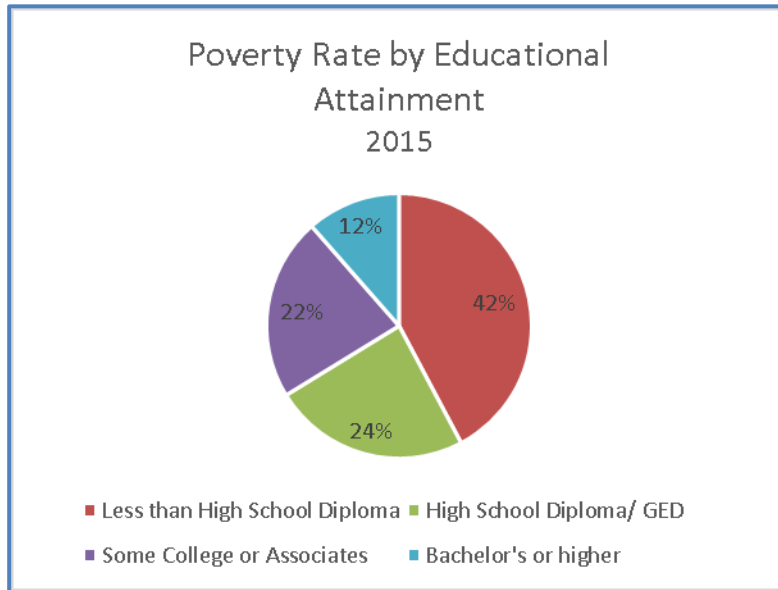
It is very important to have access to a high-quality education, and that begins in the early stages of education, which includes learning before kindergarten, and it continues during and past high school. The higher education includes, but is not limited to, professional certification, Associate's degree, Bachelor's degree, and a Master's degree.

Based on data from the 2013 Community Needs Assessment (CNA) and the current CNA, education has an impact on the community. Educational attainment figures below tend to show that the lesser one's education, the higher the chances of that person living in poverty leading to residents in the community becoming dependent on services provided. Also, when children in the community live in poverty, it increases the chances of them dropping out of school.

This section will further discuss Charlotte County's education by looking at attainment levels, Kindergarten readiness and school grades, high school graduation/dropout rates, and secondary education, as well as, the National School Lunch Program, testing and parental involvement.

Nationally, in 2015, almost 9 out of 10 adults (88 percent) had at least a High School diploma or GED, while nearly 1 in 3 adults (33 percent) held a Bachelor's or higher degree.¹ Poverty rates are significantly higher among populations with lower levels of education. In Charlotte County, the poverty rate for those 25 years and older with less than a high school diploma was 42% in 2015. This amount is nearly cut in half as the level of education for high school diploma and or GED is 24%. Lower again for some college or Associates with 22%, and 12% for those with Bachelors or higher.²

Figure A. Source: US Census Bureau,
Educational Attainment 2011-2015
American Community Survey 5-year
Estimates



The level of educational attainment in Charlotte County remains lower than that of the national average. From 2011 to 2015, there was no significant improvement. The most visible differences were 1.8% decrease of those with only high school diploma or GED and 0.8% increase of residents attaining a Bachelor's degree.³

Those clients served by the Family Services Division from 2014-2016, 88% fell within the categories no diploma, high school diploma or GED and some college/no degree.

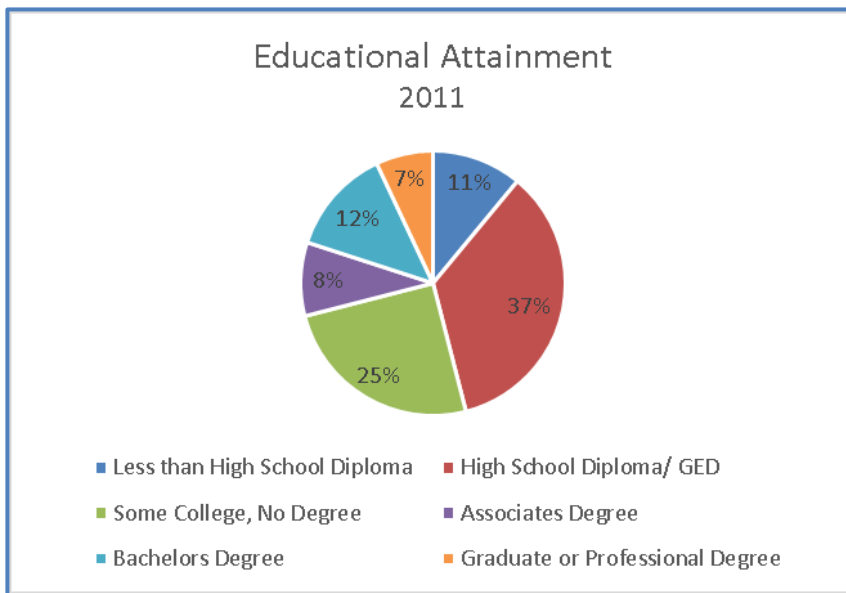


Figure B. Source: US Census Bureau, Educational Attainment 2011-2015 American Community Survey 5-year Estimates

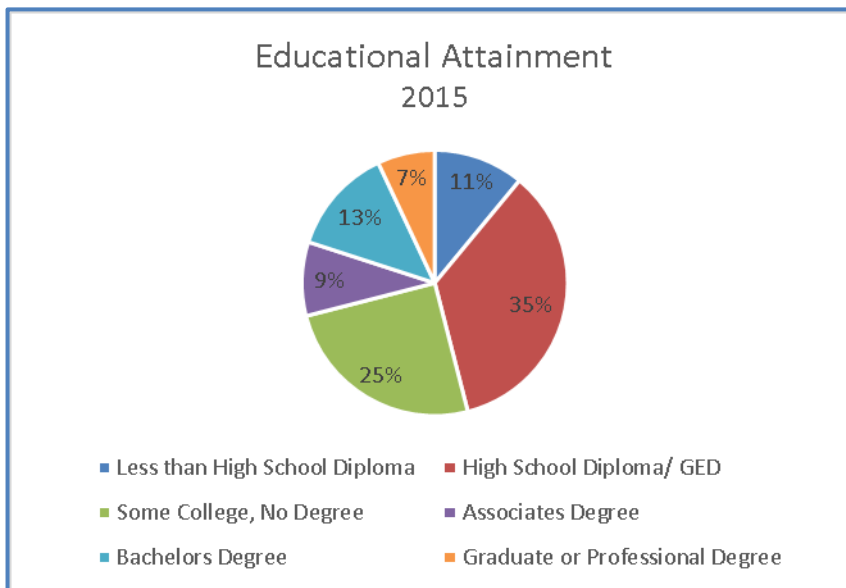


Figure C. Source: US Census Bureau, Educational Attainment 2011-2015 American Community Survey 5-year Estimates

Early Education

The Voluntary Prekindergarten Education Program, or VPK, prepares early learners for success in kindergarten and beyond. The VPK program helps to build a strong foundation for school using education material corresponding to various stages in a child's development.

The School Readiness program is a program designed to assist children before they attend the VPK program. Children are given the opportunity to gain from experiences and programs designed to help them become ready for school. The program is funded primarily by a federal Childcare and Development Fund Block Grant.

During the 2015-2016 school year, there were 37 approved VPK providers and 41 approved School Readiness providers in Charlotte County.⁴

K – 12 Education

In 2016, there were a total of 15,303 students enrolled in Charlotte County. This number does not include those students in programs such as Charlotte Technical Center, Crossroads, Home School, Virtual School, or Charter Schools.⁵

District & School Grades

Data compiled from Charlotte County Public Schools outlines how district school grades have changed. Since 2010 there were 12 schools that were "A" schools. In 2016, only three schools were "A" schools. The Charlotte County School District currently stands at a 'B' grade.⁶ Figure E. represents both maintenance and growth within Charlotte County schools.

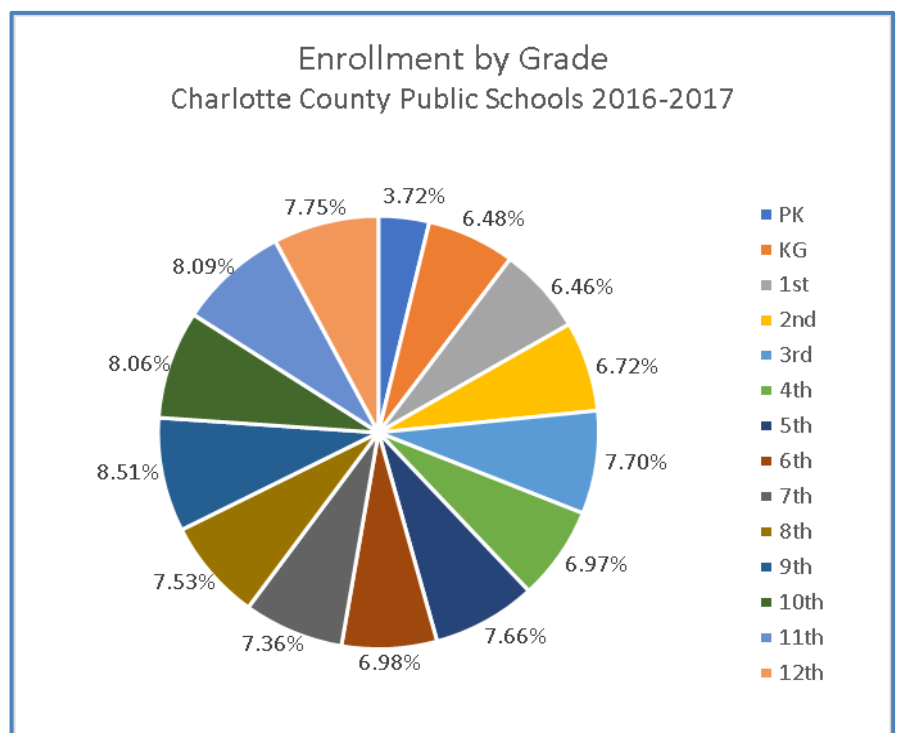


Figure D. Source: Charlotte County Public Schools, School Demographics

School	2016	2015	2014	2013	2012	2011	2010
Entire District	B	B	C	C	B	A	A
Charlotte High School	B	B	B	A	A	B	A
Charlotte Technical College							
Charlotte Virtual School	B	A					
Deep Creek Elementary School	B	B	D	C	B	A	B
East Elementary School	B	B	C	B	A	A	B
Florida SW Collegiate High School	A	A	A	A	A	A	A
Kingsway Elementary School	B	B	C	B	A	A	B
L.A. Ainger Middle School	B	B	C	B	A	A	A
Lemon Bay High School	C	A	B	A	A	B	A
Liberty Elementary School	C	C	D	C	B	A	A
Meadow Park Elementary School	C	C	C	C	B	A	B
Murdock Middle School	C	B	C	C	B	A	A
Myakka River Elementary School	B	B	A	B	A	B	A
Neil Armstrong Elementary School	B	B	C	B	A	B	A
Peace River Elementary School	C	C	C	C	B	A	B
Port Charlotte High School	C	B	B	A	A	C	B
Port Charlotte Middle School	C	B	C	C	B	B	A
Punta Gorda Middle School	C	C	C	B	A	A	A
Sallie Jones Elementary School	A	C	B	A	B	A	A
Vineland Elementary School	A	A	A	A	A	A	A

Figure E. Source: Charlotte County Public Schools, District & School Grades.

National School Lunch Program

The National School Lunch Program is a federally assisted meal program, in which students from households with an income below 185% of the federal poverty guidelines are eligible for free or reduced lunches through the National School Lunch Program.⁷ Charlotte County introduced the Community Eligibility Program (CEP) to public schools in the 2016-17 school year. Additional improvements to the school lunch program seen in Charlotte County was the introduction of the Champs on Wheels Bus.

Community Eligibility Program

Community Eligibility Program (CEP), is a federally funded program that allows schools in low-income districts to serve breakfast and lunches to students for free. The qualifying factor is the percent of 'identified students' over the total of enrolled students in that school. Identified students are children certified through participation in a federal assistance program, such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid or Head Start. The CEP allows schools and local educational agencies (LEAs) located in low-income areas to provide free breakfast and lunch to all students.⁸

Most of Charlotte County Public Schools qualify for the CEP based on the percentage of directly certified students attending. The identified student percentage (ISP) must be at least 40% to be eligible to participate.⁹

Champs on Wheels (COW)

Champs Café currently offers free summer meals to students in Charlotte County at several schools and sites as part of the state and federal summer food service program. One of the challenges in reaching some students was transportation. With combined county efforts during the 2017 summer, Champs Café has introduced a new outreach towards getting healthy meals into the hands of children throughout the community over the summer break.¹⁰

Florida Standards Assessment (FSA) Scores

With the Florida standards in place to help Florida students succeed, the Florida Standards Assessments (FSA) in English Language Arts (ELA), Mathematics, and end-of-course (EOC) subjects (Algebra 1, Algebra 2, and Geometry) serve Florida students by measuring education gains and progress.¹¹

Data collected from the FSA county scores showed that 57% of third grade students were reading on grade level in 2016. In just one short year, the number of Charlotte County third graders reading at their level has increased by 9% from 57% to 66%.¹²

The increase has an impact on the Charlotte County community because it will decrease the chances of students dropping out of school, it increases the on-time graduation rate, and it leads to students receiving a high school diploma. In turn, it will help to keep the poverty rate in Charlotte County from increasing.

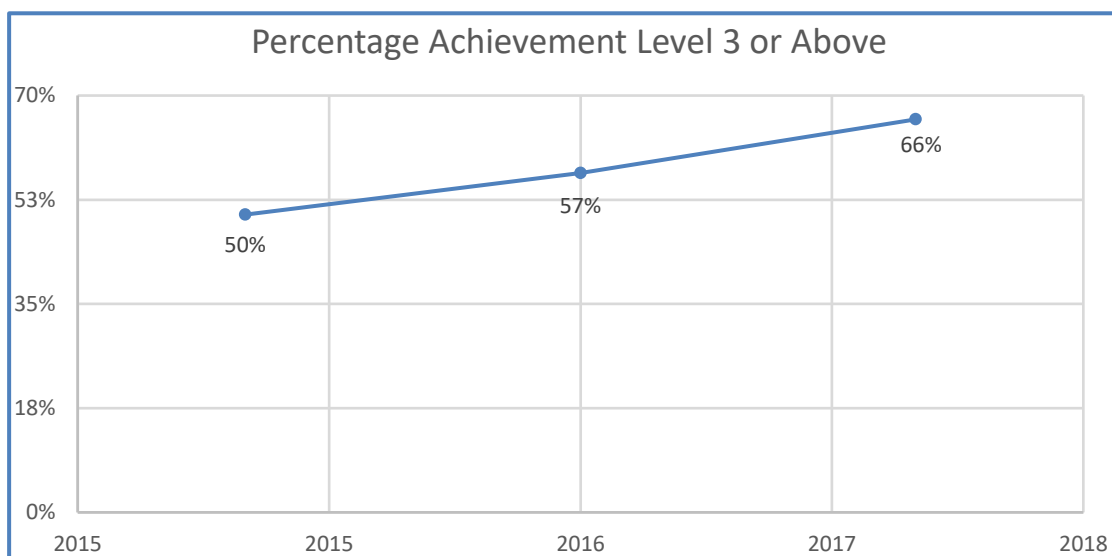
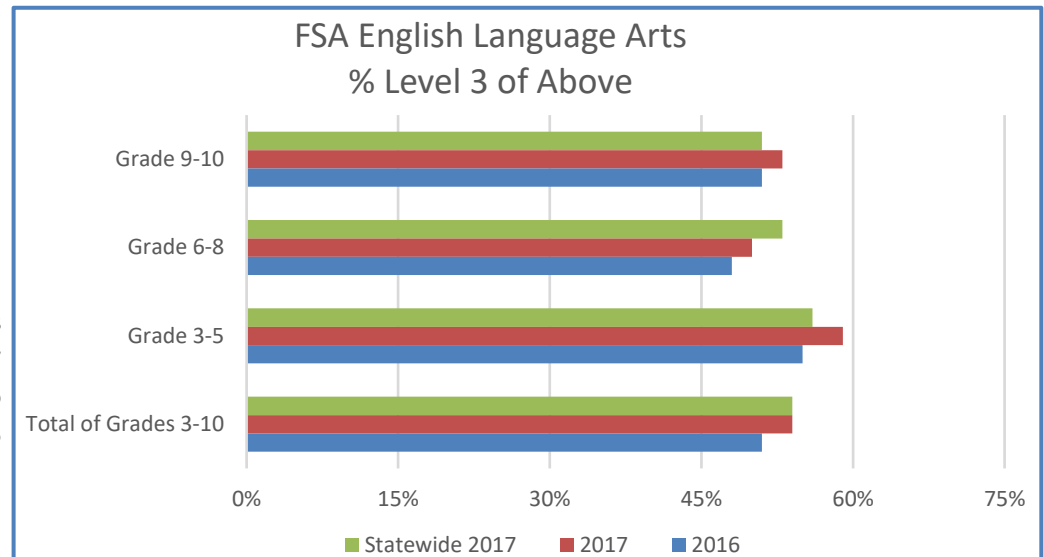


Figure F. Source: Florida Standards Assessments 2017 Compared to 2016

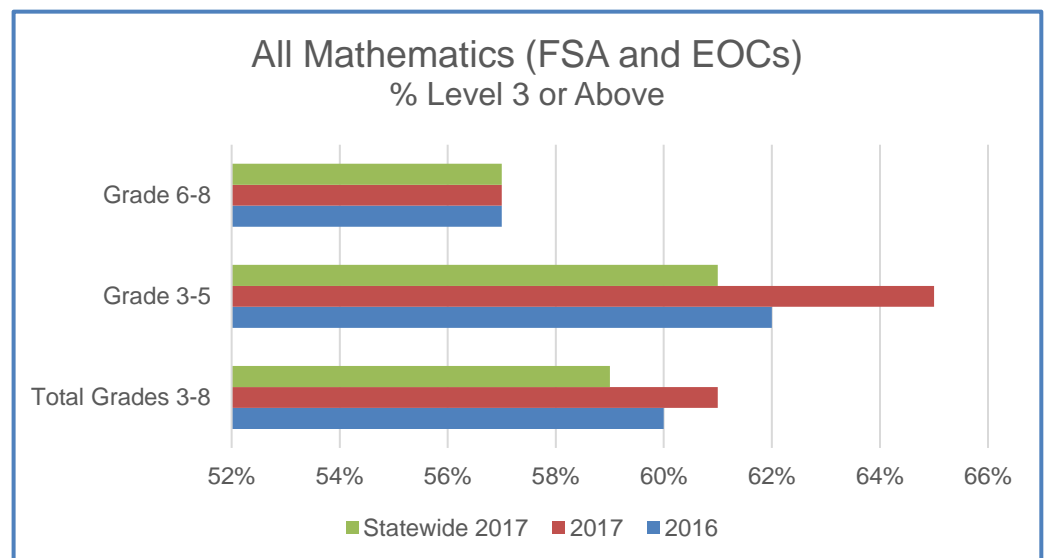
Looking at the combined FSA scores for Charlotte County grades 3 through 10, there is an understated movement in the right direction. All grades, 3 through 10, have improved and are succeeding Florida state numbers in grades 3 through 5 and 9 through 10.¹³

Figure G. Source:
Florida Standards
Assessments 2017
Compared to
2016



With no change seen in grades 6 through 8, grades 3 through 5 have made a 3% increase in students testing on grade level or above in mathematics. Surpassing previous years and state numbers in overall grades 3 through 8 for the 2016-2017 school year.¹⁴

Figure H. Source:
Florida Standards
Assessments 2017
Compared
to 2016



Graduation Rates

In Charlotte County, there was a 3.7% drop in the graduation rate in 2012-13 in comparison to the previous year. There was an increase of 0.7% from 2013-2014. However, Charlotte County still trails the state's high school graduation rate of 80.7% for 2015-2016 at 77.4%.¹⁵

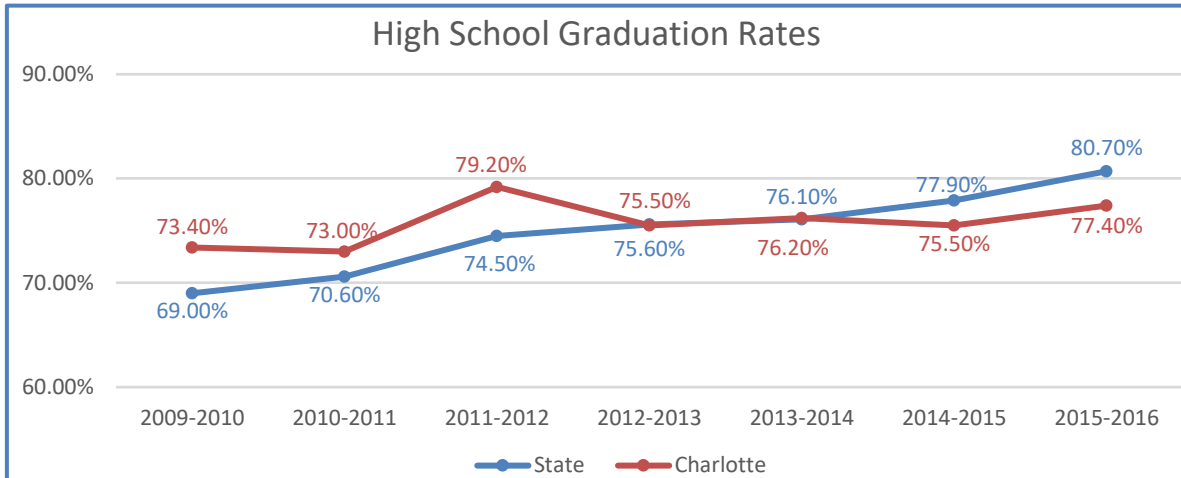


Figure I. Source: Florida Department of Education, Florida's High School Cohort, 2015-2016 Graduation Rate

Dropout Rates

For over five years, Charlotte County has remained above the state for high school dropouts for grades 9 through 12. A 1.2% increase in the 2014-2015 year has put Charlotte County at a new high of 3.6%.¹⁶

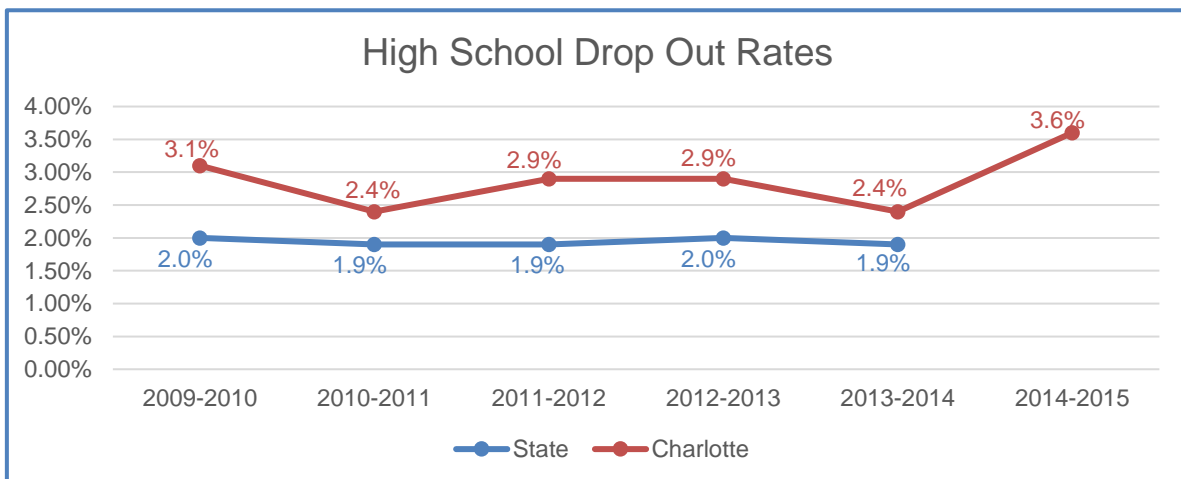


Figure J. Source: Florida Department of Education, Florida's Single-Year Dropout Rates 2009-2014
Education | Page 17

Parent Involvement

Educational research continues to communicate the benefits on a child's academic achievements when a parent is regularly involved in their education. Reports continue to find that students with parent involvement are more likely to have:

- Better school performance (earn higher grades and test scores)
- Additional advancements and credits earned, passing of classes
- Regular school attendance
- Better social skills, improved behavior, and adapt well to school and situations
- Graduated and enroll into postsecondary education¹⁷

Title I – Family Reading Experience

Title I is the largest federal program supporting education. The program provides supplemental educational services for all children to have a fair, equal and significant opportunity to obtain a high-quality education. Charlotte County Public Schools has thirteen schools active in the Title I program.¹⁸

One element of Title I is the Family Reading Experience. The Family Reading Experience center is separate from the school's library, which provides children the opportunity to check out books twice a week. Each center is fully provided with a variety of books; grade leveled, fiction and nonfiction, and bilingual to encourage every child to read. When parents check out three reading books for their child they will receive a "keeper" book as a reward. This "keeper" book supports reading in the home and building of the family home library.¹⁹

FOCUS Parent Portal

FOCUS Parent Portal is a web-based tool for parents to monitor their child's progress throughout the school year. FOCUS Parent Portal provides information on attendance, grades and transcripts, as well as, class assignments, and teacher emails.²⁰ The FOCUS Parent Portal will automatically link families together so that there is no need for multiple accounts. Parents can easily contact the school that their child is attending to gather additional information about the FOCUS Parent Portal.

Post-Secondary Education

FAFSA (Free Application for Student Aid)

National wide there is over \$100 Million in unused Pell Grant funds simply because of the lack of applicants for the grant.²¹ To apply for federal student aid, such as federal grants, work-study, and loans, future students would have to complete the Free Application for Federal Student Aid (FAFSA). Completing and submitting the FAFSA is easy, free, and it gives future students access to the largest source of financial aid to pay for college, career or technical school.

Post-Secondary Campuses near Charlotte County

Charlotte County students can continue their post-secondary education within and near Charlotte County by enrolling at Charlotte Technical Center, Southwest Florida College, Southern Technical College, and Florida Southwestern State College, which now welcomes, Western Michigan University to its campus.

Other opportunities are available near Charlotte County as well for future students to continue their post-secondary education. Those schools consist of State College of Florida Manatee-Sarasota, Sarasota Technical College, Florida Gulf Coast University, and the University of South Florida in Tampa, in addition to several other online colleges.

Employment

Employment is important to the residents and to the economy of Charlotte County and is by far the primary source of income for residents. Employment produces wages, benefits, and it pays for living cost that helps to offset the cost of living, such as paying for housing, food, clothes, and medical expenses.

The 2015 Community Health Assessment survey performed by the Florida Department of Health, provided employment demographics for those 538 Charlotte County resident responses in which were received.¹

51.9% Employed full-time
10.4% Employed part-time
4.5% Unable to work due to disability
7.4% Not employed (at that time)
24.0% Retired
1.9% Other

Participants at the Together Charlotte Community Conversations identified both economic self-sufficiency and workforce as some of Charlotte County's weaknesses, in addition to being specified as one of the greatest areas for opportunity. Also, during the Community Conversations, it was voiced how the seasonal community, unqualified candidates, and overall economy are barriers that Charlotte County continues to experience (Appendix 3).

Unemployment/Labor Force

Although remaining the same 5.8% in 2015 and 2016, the unemployment rate for Charlotte County, while higher than that of the Florida and National averages, has been declining over the years.²

	Charlotte County	Florida	United States
2016 Annual	5.8%	4.9%	4.9%
2015 Annual	5.8%	5.4%	5.3%
2014 Annual	6.0%	6.1%	6.2%
2013 Annual	7.2%	7.2%	7.4%
2012 Annual	8.8%	8.6%	8.1%
2011 Annual	10.8%	10.5%	8.9%
2010 Annual	11.9%	11.3%	9.6%
2009 Annual	11.5%	10.2%	9.3%
2008 Annual	8.0%	6.2%	5.8%

Figure A. Source: Charlotte County Economic Development, Unemployment Percentages for Charlotte County 2008-2016

Poverty

Poverty in Charlotte County has not been well defined or represented. By breaking down the poverty figures by age, the issue can be better understood.

Persons (all ages) in poverty 12.4%
 Children under 18 in poverty 23.3%
 Elderly poverty 6%³

Mainly used for statistical purposes, the Federal Poverty Guidelines are updated yearly by the Census Bureau to assist with determining eligibility for certain Federal programs.⁴ Charlotte 2-1-1 reported and identified an increased number of calls regarding employment. Calls represented from the 33952-zip code for employment issues have increased from 23 calls in 2015 to 60 calls in 2016 (Appendix 4).

2017 Poverty Guidelines	
Persons in Family/Household	Poverty Guideline
1	\$12,060
2	\$16,240
3	\$20,420
4	\$24,600
5	\$28,780
6	\$32,960
7	\$37,140
8	\$41,320
*For families/households with more than 8 persons, add \$4,180 for each additional person.	

Figure B. Source: U.S. Census Bureau, Poverty Threshold Guideline

Household Income

With a median household income of \$44,244, many Charlotte County residents struggle to make 'ends meet'⁵, especially when the cost of living continues to rise and wages do not.

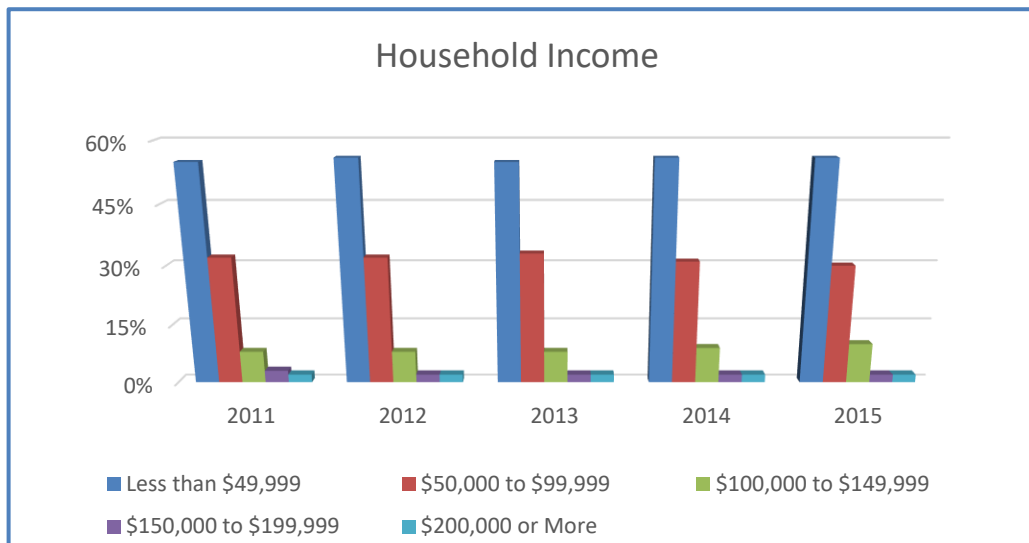


Figure C. Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Estimated Median Earnings in the Past 12 Months – 2015 (those 25 years and older)	
Less than High School Graduate	\$17,565
High School Graduate/GED	\$26,015
Some College or Associate's Degree	\$26,025
Bachelor's Degree	\$35,929
Graduate or Professional Degree	\$46,928

Figure D. Source: U.S. Census Bureau, Educational Attainment 2011-2015 American Community Survey 5-year Estimates

Family Social Services

Residents of Charlotte County overall health, well-being, and support begins at home. The support systems and programs that are available to Charlotte County residents and the roles that these support systems play, can be the new beginning of a productive and healthy lifestyle. It is imperative that the programs are in place to assist families to live a happy and healthy lifestyle.

There were 538 Charlotte County residents who responded to the 2015 Florida Department of Health Community Survey. The survey showed that 301 individuals (55.9%) have not attended a meeting that discussed county, community, or school affairs in the past 12 months.¹

This lack of community involvement is also voiced by the participants in the 2016 Together Charlotte Community Conversations. Participants expressed that part of what it takes to succeed or what keeps Charlotte County residents from making progress is the lack of community engagement (Appendix 3).

Families

In 2015, there were approximately 71,856 households in Charlotte County, with 46,850 estimated to be family households.² A family household is described as a household consisting of two or more related individuals who are related by birth, marriage, or adoption. There are a variety of family households in Charlotte County, including those with single parents or grandparents raising their grandchildren.

Data collected from Charlotte 2-1-1 showed that the number of calls from the 33952-zip code related to family issues, dramatically increase from 162 in 2014 to 295 in 2015. However, there was a significant decrease in calls from 2015 to 2016 with 115 fewer calls (Appendix 4).

Family Violence

In comparison to the Florida single year rates, children in Charlotte County age 5 to 11 are experiencing higher rates of child abuse. Year to year, the number of cases fluctuate. However, it appeared that for every two years of increase, there was a decrease as well. The latest drop being from 194 child abuse cases in 2015 to 140 in 2016.³

Children Experiencing Child Abuse - Age 5 to 11							
Year	2010	2011	2012	2013	2014	2015	2016
Count	68	109	142	115	132	194	140

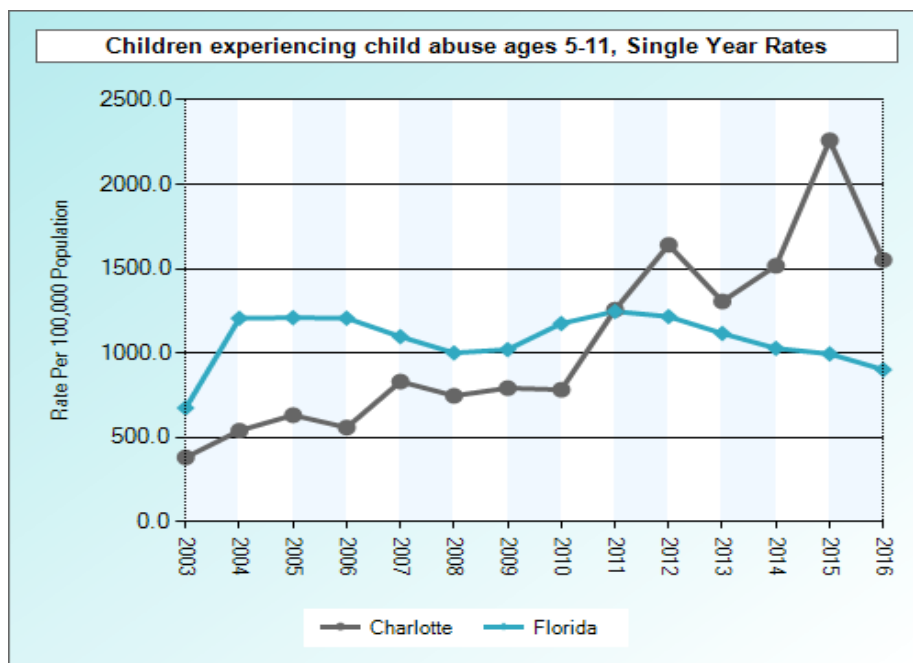


Figure A. & B. Source: FL Health Charts, Children Experiencing Child Abuse – Age 5 to 11

Domestic violence counts in Charlotte County continue to be over 600 per year. In 2016, there were a total of 628 domestic violence offenses committed, which, places the county at a rate of 368.4 per 100,000 residents. In comparison to the surrounding counties, Charlotte County is on the higher side of offenses per 100,000 residents. DeSoto County reported a 765.5, Sarasota County a 331.6, and Lee County a 402.9 for 2016 offenses.⁴

Total Domestic Violence Offenses - Single Year Rates							
Year	2010	2011	2012	2013	2014	2015	2016
Count	630	578	643	692	652	610	628

Figure C. Source: FL Health Charts, Children Experiencing Child Abuse – Age 5 to 11

Youth Services

Encouraging youth to constructively stay active and to get involved within the community can promote positive youth development. Effective avenues for reducing juvenile delinquent behaviors are after school recreational programs, mentoring programs, as well as, school organizations or clubs.⁵

Juvenile Offenses

The Department of Juvenile Justice reported a total of 664 youth arrests between the 2014-15 and 2015-16 fiscal years. There continues to be a steady decrease in the total number of youth arrests in Charlotte County. The total number of youth arrests, 308 is down from 356 reported in 2014-15. Of those offenses in 2015-16, 112 were felonies, 169 were misdemeanors, and 27 were classified as other offenses.⁶

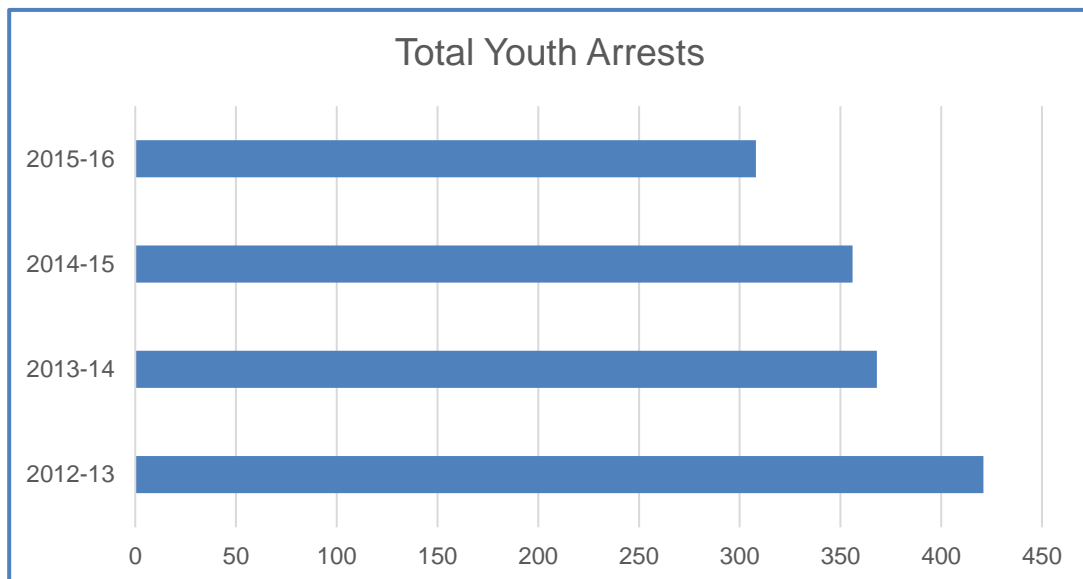


Figure D. Source: Florida Department of Juvenile Justice, Delinquency Profile, FY 2015-2016

Drug/Alcohol

The Florida Youth Substance Abuse Survey (FYSAS) is a confidential survey distributed to various Charlotte County schools to assess and better understand the relationship that youth have with drugs and alcohol. The 2016 FYSAS reported the percentage of Charlotte and Florida Statewide youth who reported having used various drugs in the past 30 days. Charlotte County students are relatively proportionate to Florida 30-day use, although, the county is higher in the cigarette, vaporizer/e-cigarette, marijuana, and prescription pain relievers.⁷

Last 30 Days	Middle School	High School	Charlotte Total	Florida Total
Alcohol	7.9	23.1	17.3	18.3
Binge Drinking	2.4	9.6	6.9	7.7
Cigarettes	2.8	7.4	5.6	3.4
Vaporizer/E-Cigarettes	9.5	17.2	14.2	9.6
Marijuana	3.6	20.6	14.1	11.2
Inhalants	2.6	1.2	1.8	1.6
Maethamphetamine	0.8	0.3	0.5	0.4
Cocaine or Crack Cocaine	0.6	1.4	1.1	0.6
Heroin	0.7	0.4	0.5	0.2
Prescription Pain Relievers	2.4	3.2	2.9	1.8

Figure E. Source: Florida Department of Children & Families, 2016 Florida Youth Substance Abuse Survey

The FYSAS also surveyed Charlotte County students about trends in delinquent behaviors. Carrying a handgun was the only trend that increased from 4.8 in 2012 to 6.9 in 2016. The attempt to steal a vehicle and being arrested had the greatest decrease between 2012 and 2016.⁸

Trends in Delinquent Behaviors	2008	2012	2016
Carrying a handgun	4.6	4.8	6.9
Selling Drugs	4.8	6.5	3.9
Attempting to steal a vehicle	2.6	3.5	0.9
Being arrested	4.7	4.4	1
Taking a handgun to school	1.8	0.9	0.3
Getting suspended	11.7	13.5	8.7
Attacking someone with intent to harm	10.8	8.3	5.1

Figure F. Source: Florida Department of Children & Families, 2016 Florida Youth Substance Abuse Survey

Extra-Curricular Activities

In 2015, with an estimated 46,850 family households in Charlotte County⁹, there is a great need for affordable and accessible things for children, teens, and families to do together.

Participation rates for 2016 in extracurricular activities by Charlotte County youth are consistent with rates for youth across the state. Most impressive is the 16.2 rate for involvements in community clubs.¹⁰

Extracurricular Activites	Middle School	High School	Charlotte Total	Florida Total
School Sports	23.3	39.5	33.2	38.5
Organized Sports outside of School	42.6	21.5	29.8	30.5
School Band	19	8	12.4	11.7
School Club(s)	20.2	28.7	25.3	27.6
Community Club(s)	13.3	18	16.2	11.3

Figure G. Source: Florida Department of Children & Families, 2016 Florida Youth Substance Abuse Survey

Charlotte County has several extracurricular activities to offer youth. Youth in Charlotte County can participate in activities at the Charlotte County YMCA (four locations), Pop Warner Youth Football, Harold Avenue Recreation Center, and several community recreation centers. Additional organizations and clubs supported in Charlotte County for youth development are available as well. Even though these programs are available to youth and families in the community, the affordability and accessibility continue to be a barrier.

Seniors (65 and Up)

Residents over the age of 65 represent 37% of Charlotte's population. Seniors, who are the core of many families in Charlotte County, have needs as well that cannot and should not be overlooked. In 2015, the poverty percent for those seniors 65 and older was 6%, whereas, Florida's elderly poverty percent is 10.3%.¹¹

In 2015, the Center for Disease Control and Prevention reported the life expectancy for the US population, was 78.8 years of age. This in mind, it is understandable why residents of the community who attended the Together Charlotte Community Conversations voiced their concerns about the presence of competition for jobs between seniors and youth.¹²

Households

The 2016 Profile of Older Floridians indicated that in Charlotte County, there are 76,523 residents who are 60 years of age and older. This number will not decrease anytime soon, as the population of Charlotte County projections shows a 37.26% increase in the year 2040, with 105,035 residents 60 years and older.¹³

Also, surprisingly the number of elder residents residing with or caring for their grandchildren that are under the age of 18. There are 1,529 grandparents living with their grandchildren (under the age of 18), and 601 grandparent(s) responsible for their grandchildren.¹⁴

As the senior population continues to increase, it is important to stay informed and knowledgeable about the services and programs within the county. At any given time, the Senior Services Division of the Charlotte County Human Services carries a waiting list of 100 to 125 elder residents for senior-related assistance.¹⁵ It is important to assess the immediate need and make appropriate referrals to Area Agency on Aging for Southwest Florida, Inc.

Health

There are an estimated 15,596 residents aged 65 years of age and older, who are medically underserved in Charlotte County.¹⁶ Charlotte County does, however, offer a range of adult medical nursing and living facilities.

Medical Facilities - Charlotte County	
Skilled Nursing Facility (SNF) Beds	1,228
Occupancy Rate	84.50%
Home Health Agencies	19
Homemaker & Companion Companies	12
Adult Day Care	3
Capacity	170
Assisted Living Facility	16
Total Beds	1071
Adult Family Care Homes	16
Total Beds	71
Ambulatory Surgical Centers	5
Hospitals	3
Total Beds	699

Figure H. Source: Florida Department of Elder Affairs, 2016 Profile of Older Floridians

Veterans

The Department of Veteran Affairs FY2015 reports that 20,182 veterans called Charlotte County their home.¹⁷ Of those, 14,398 are 65 years of age and older. The Veteran Services Division of Charlotte County Human Services conducted a client satisfaction survey in the month of April 1st through the 30th, 2017.

There was a total of 33 surveys received, of those 22 were completed in the Port Charlotte and Punta Gorda areas, while the other 11 represented those in Englewood. The demographic questions included the period of service, marital status, age, and residency. Out of 30 responses to the period of service, the majority, 70% or 21 responses, were Vietnam War veterans. Of the 33 responses to age, 75.75% or 25 responses, were 65 years of age or older.¹⁸ With this information at their fingertips, the Veteran Services Division seeks to improve and continue their diligent work towards reaching the entire veteran population in Charlotte County.

Health

A healthy community is a wealthy community. Healthcare is important to Charlotte County because people get sick, accidents occur, and emergencies do arise. In circumstances like this, treatment and management of these circumstances need to be addressed. When the residents of Charlotte County are healthy, and the health needs of the residents are addressed, the community has a positive impact on the economy and overall wellbeing.

With a total of 538 Charlotte County residents who participated in the 2015 Community Health Survey, when asked, how they would rate your community as a Healthy Community to be living in? There were 509 responses to this question and 244 or 47.9% rated the community somewhat healthy. With 34.4% healthy, and 10.4% unhealthy.¹

Care Attainability

Access to care in Charlotte County continues to be a barrier for residents needing health services whether it is transportation, insurance or facility locations. The 2015 Community Health Survey also reported that 22.7% of respondents traveled to Sarasota County for health services, while 14.3% traveled to Lee County.²

Insured/Uninsured

Roughly 15.1% of all those visiting the Emergency Room in 2014 were uninsured or underinsured. Those hospitals include Bayfront Port Charlotte, Bayfront Punta Gorda, Fawcett Memorial Hospital, and Englewood Community Hospital.³ Most of the county (72.18%) has private health insurance which includes employment-based, direct-purchase, and TRICARE/Military health. Of those, 82,961 (60.34%) in 2015 had some form of public health coverage, and 25,057 (18.23%) were uninsured.⁴

Health Insurance Coverage Type			
Coverage Type	2013	2014	2015
Private Health Insurance	99,862	97,694	99,245
Public Health Insurance	77,167	80,285	82,961
Uninsured	25,628	26,280	25,057

Figure A. Source: Southwest Florida Economic Almanac, 2017

Uninsured by Age - Charlotte County				
Age	2012	2013	2014	2015
Under 18 years	3,893	4,071	4,223	3,741
18 to 64 years	21,311	21,199	21,718	20,986
65 years and older	326	358	339	330

Figure B. Source: Southwest Florida Economic Almanac, 2017

Disabilities

Disabled individuals are more inclined to fall victim to poverty or stay trapped within it. Those who identify as being disabled face many challenges. For example, job loss, reduced earnings, and educational barriers all play an important role in these challenges. Poverty also increases one's risk of disability by disease and malnutrition, poor housing, quality health care and violence.

Charlotte County had 129,270 residents who reportedly did not have a disability in 2015, accounting for 79.53% of the population.⁵

Number of Disabilities - Charlotte County			
	2013	2014	2015
None	127,441	127,725	129,270
1	16,543	16,882	17,399
2	14,460	15,542	15,869

Figure C. Source: Southwest Florida Economic Almanac, 2017

Mental Health

Identified as a strategic focus, the Community Health Improvement Partnership (CHIP), Mental Health subcommittee has set a goal to decrease the suicide rate in Charlotte County. To do so, they are focusing on educating the youth in Charlotte County on the signs of suicide.⁶ Charlotte County continues to carry a higher than state suicide death rate. For 2015, there were 37 deaths by suicide within the county, the highest the county has seen since 2012.⁷

Suicide Age-Adjusted Death Rate - Single Year Rates			
Charlotte			Florida
Years	Count	Rate	Rate
2015	37	20.7	14.6
2014	28	18.5	13.9
2013	29	14.6	13.8
2012	35	23.2	14.2
2011	29	17.8	13.5
2010	31	18.7	13.5

Figure D. Source: FL Health CHARTS, Suicide: Age-adjusted Deaths Rates – Single Year Rates

Poverty

Some of Charlotte County residents continuously live in conditions that cause them to have little to no money, the inability to afford necessary goods, or lack the means of support in the community. With the continuous struggle to find affordable housing, lack of high paying employment opportunities, rising cost of food, lack of affordable health care, and the rising cost of childcare, residents of Charlotte County continue to have a difficult time staying out of poverty.

With 11% of Charlotte County households living in poverty, affording basic needs becomes a daily struggle. Those also struggling are the 29% of households which fall below the Asset Limited, Income Constrained, Employed (ALICE) Threshold.¹

ALICE consists of those households that earn more than the Federal Poverty Level, but less than the basic cost of living in the county.¹ ALICE households are left having to make difficult decisions. For example, skipping preventative health care, accredited childcare, healthy food, and car insurance.

Household Survival Budget - Charlotte County	Single Adult	2 Adults, 1 Infant, 1 Preschooler
Monthly Costs		
Housing	\$508	\$854
Child Care	\$-	\$1,180
Food	\$165	\$547
Transportation	\$322	\$644
Health Care	\$165	\$634
Miscellaneous	\$132	\$418
Taxes	\$164	\$319
Monthly Total	\$1,456	\$4,596
ANNUAL TOTAL	\$17,472	\$55,152
POVERTY ANNUAL TOTAL	\$11,770	\$24,250

Figure A. Source: United Way ALICE Report, 2017 Update for Florida, Charlotte County

Families

While Charlotte County's median household income has increased from \$44,244 in 2015 to \$45,492 in 2017, it remains well below the state average of \$49,426.³ Charlotte County had a poverty rate of 12.4% in 2015, the 12th lowest poverty rate in the state. The 2015 poverty rate for children under 18 years was 23.3%, and elderly, those 65 years of age and older, 6%.⁴

Poverty - Charlotte County	2012	2013	2014	2015
Poverty - All Ages	21,961	23,295	19,704	20,980
Children under 18	5,256	5,439	4,681	5,064
Elderly 65 years and older	3,095	3,316	3,578	3,601

Figure B. Source: Southwest Florida Economic Almanac, 2017

Limitations

Charlotte County offers quite a few services to those individuals or families finding themselves in difficult situations. However, there are limitations such as the lack of internet access and lack of access to reliable transportation that tend to contribute to creating these limitations. Limitations are often the main reason of needs of Charlotte County residents not fully being met. Lack of Internet or computer access can prevent a delayed application for food stamps, Medicaid, or employment. Without the reliable means of transportation, individuals and families are often left relying on public transportation, taxis, bikes, walking, and friends and family to get from place to place.

Overall, 87% of Charlotte County households possess a computer, which represents a 6.8% increase since 2013.⁵

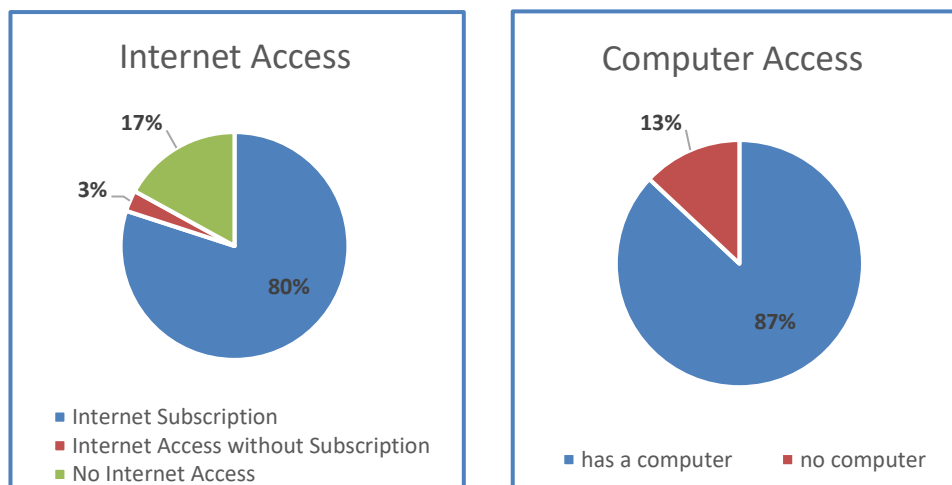


Figure C & D.
Source: Southwest
Florida Economic
Almanac, 2017

Housing

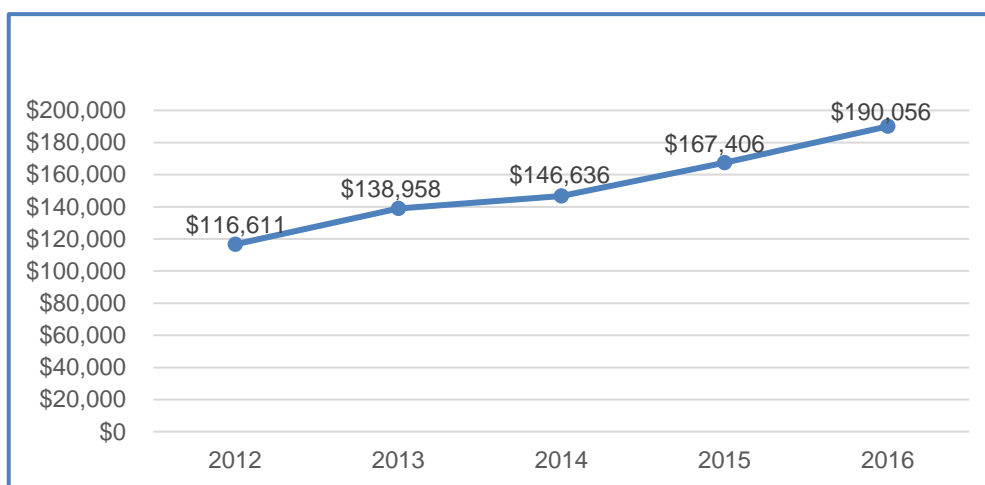
Although the entire community's needs are taken into consideration for services and programs, with assistance from Charlotte 2-1-1, the zip code that shows that greatest caller need is 33952, the Parkside area. Charlotte 2-1-1 received several calls from the 33952-zip code in regards to housing. Between 2014 and 2016 alone, there was an increase in call volume regarding utility bills, housing issues, and rent/mortgage assistance (Appendix 4).

The Family Services Division's 2017 Customer Satisfaction Survey describes the needs of clients served with 25% of those participating needing the rental assistance and 74% needed FPL assistance (Appendix 2).

Cost of Housing

Since the recession, the housing market has steadily been recovering. In 2016, the average annual median cost of housing was \$190,056, which is significantly higher than the \$116,611 that it was in 2012.⁶ Charlotte County's housing supply does not meet the current needs that the county is experiencing. Those needs include affordability, down payment assistance, and ability to qualify for a mortgage.

Figure E. Source:
National Low
Income Housing
Coalition, Out of
Reach, 2017



Renters vs. Owners

In 2017, the National Low Income Housing Coalition indicated that the national housing wage is \$21.21 per hour for a 2-bedroom rental home. However, in Charlotte County, the wage needed for a modest 2-bedroom rental home is \$16.88 per hour, which is significantly higher than the estimated hourly mean renter wage of \$12.15 an hour.⁷

The household income has not kept up with the rising cost of rental housing. Many low-income households cannot spend as much as half of their income on housing without sacrificing other necessities.

Homelessness

With assistance from the Charlotte County Homeless Coalition and other local programs and services, the number of homeless individuals and families in Charlotte County has steadily been decreasing. The Homeless Coalition reported a 69% reduction in homeless children over a six-year course and that 127 homeless veterans moved into a home of their own in 2016.⁸

The 2015 Annual Report of The Council on Homelessness states that the 'primary cause of homelessness remains the need for available, adequate, and affordable housing. However, there are other contributing factors such as lack of employment, medical issues, substance abuse and mental health issues, family crisis, immigration, and natural disasters.⁹ Many, if not all, of these causes of homelessness, can be named as the influencing factors in Charlotte County.

Point-in-Time Counts

A point-in-time count is simply a single night's unduplicated count of those within the community who are experiencing homelessness.

The Homeless One-Day estimates revealed a total of 562 homeless in 2015 and a much lower estimate of 388 in 2016. Of those, 72 households are defined as chronically homeless by the federal government. This means they meet several criteria including having an adult with a long-term disability and experiencing homelessness for one year or longer or four homeless episodes within three years that equal 12 months or longer.¹⁰

Food

In 2015, there were 2,838 seniors (60 and older) participating in the SNAP or food stamps program. However, there were an astonishing 8,326 potentially eligible seniors that did not use the program.¹¹ Looking at December 2014 and December 2016, Charlotte County has endured an 18% decrease in households participating in the Food Stamp program or SNAP.¹²

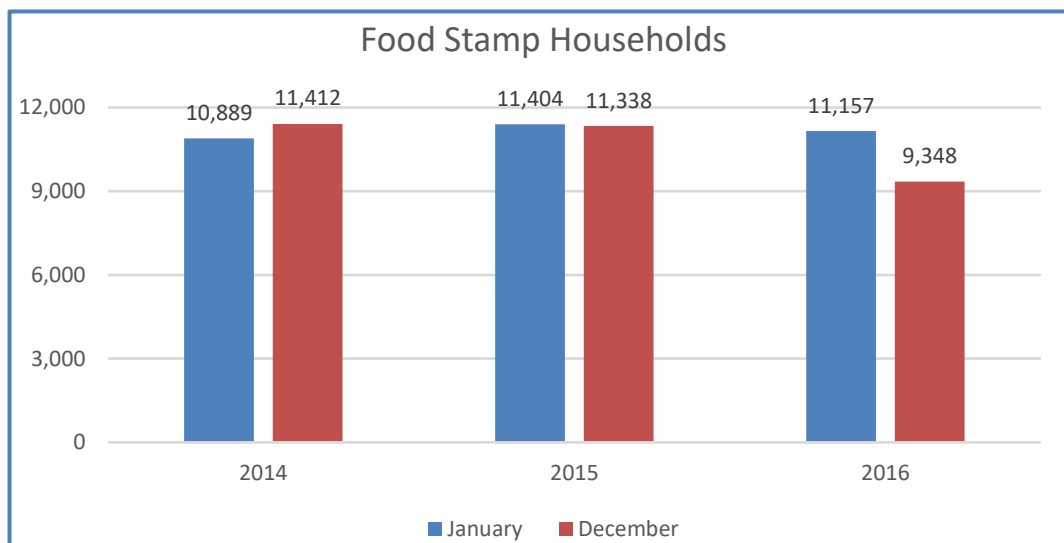


Figure F. Source: Department of Children & Families, Standard Data Reports

Currently, Charlotte County has 33 agencies that offer some type of food pantry service for the collection and distribution of non-perishable foods, breads, baby items, paper products, and toiletries.¹³ Charlotte 2-1-1 has a complete list of food pantries, locations and services can be found online as follows:

<http://www.charlottecountyfl.gov/services/211/Documents/Food-Pantries-Donation-list.pdf>

Affordable Childcare

Childcare has become increasingly important for low-income families. Available childcare is a barrier to economic self-sufficiency, and has the potential to influence the low-income families' transition to work and the continuance of education.

Finding affordable and reliable childcare is one of the challenges of the community. Charlotte 2-1-1 data from 01/01/2016 – 12/31/2016 shows childcare as one of the unmet needs in the community. The statistical data of current rates for child care from Early Learning Coalition of Florida Harland of Charlotte County are as follows:

Figure G. Source: Early Learning Coalition of Florida's Heartland, Charlotte County. 2015 Market Rate Report: Full Time Rates

Median Rates - Child Care		
	Private Center	Family Child Care Home
Infant	\$180.00	\$150.00
Toddler	\$155.00	\$150.00
Preschool	\$138.33	\$145.00
School Age	\$100.00	*

Transportation

Transportation and poverty are inherently linked. In this study, transportation was frequently identified as a key need at an agency, client, and community level.

Transportation is one of many barriers that continuously holds back residents from getting to their jobs, interviews, doctors' offices, and much more. The Community Health Improvement Partnership (CHIP), Access to Health Care Sub-Committee had renewed its 2015 CHIP Plan and through community collaborative effort has increased ridership on public transit, from 2014-2016¹ (Appendix 3).

Charlotte County's transit is a point-to-point bus system that serves the public in Charlotte County. The transportation includes services to and from Punta Gorda, Port Charlotte, Englewood, and surrounding areas for a small fee. This service provides the freedom of curbside transportation to and from your destination Monday through Saturday.² However, services run Monday through Friday 6:30 AM - 6PM, Saturday 9AM - 6PM. Transit is closed Sundays, as well as New Year's Day, MLK Day, President's Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, and Christmas, which produces a gap in services that creates a need for individuals and families needing after hours' transportation.

Means of Transportation

Charlotte County had 42,947 residents who drove alone to work in 2015.³ Additional common methods of transportation in Charlotte County are carpooling, public transit, walking, biking, or the use of a taxi. Based on Figure A below, since 2011, the means of transportation have not changed, only experienced minimal increases or decreases each year.

Means of Transportation					
	2011	2012	2013	2014	2015
Car/Truck - Drove Alone	43,912	43,022	41,348	41,284	42,947
Car/Truck - Carpooled	5,212	4,975	5,126	4,926	5,351
Public Transportation	158	163	182	206	139
Walked	668	433	573	533	448
Taxi, Motorcycle, Bicycle or other	1,579	2,181	2,520	2,724	2,703
Worked at Home	2,969	2,723	2,568	3,364	3,573

Figure A. Source: The Florida Commission for the Transportation Disadvantaged, Charlotte County BOCC Transit Division, 2014-2016

Available Public Transportation Options

The mission of Charlotte County Transit is to provide safe, high quality, convenient, and affordable public transportation services in a professional manner to all residents in Charlotte County.⁴ In 2016, transit made a total of 75,553 trips. That figure is up 15.8% from 65,237 trips in 2015.⁵

In a years' time, the majority, 28%, of trips made in 2016 were for educational, training, and childcare purposes. Second is Life-sustaining with 23%, followed closely by Medical (20%) and Nutritional (19%).⁶

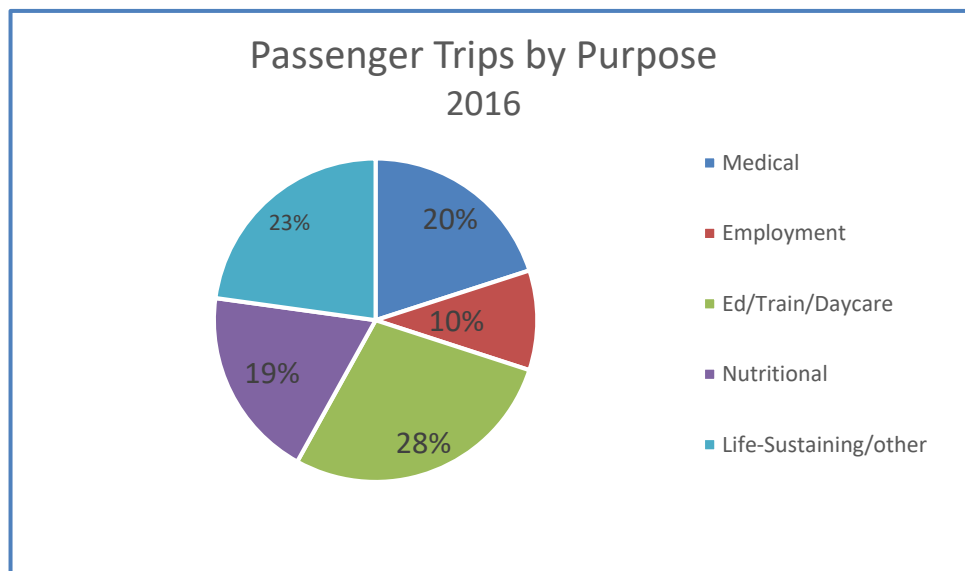


Figure B. Source: The Florida Commission for the Transportation Disadvantaged, Charlotte County BOCC Transit Division, 2014-2016

Moving Forward

Charlotte County understands the need for safe and efficient transportation and has developed a Long-Range Transportation Plan (LRTP) to help see the process through 2040. The LRTP will focus not only on transportation by personal automobile, but bicycle and pedestrian walkways as well. The purpose of the LRTP is to effectively address 'travel options as they are important building blocks for creating a thriving community with a strong economy that is also a desirable place to live, work, and play'.⁷

PHASE III – Key Findings and Solutions for Action Plan

Charlotte County Human Services (CCHS) wanted to identify the most significant needs within the community, the gaps in the services that are currently being offered, and direct its services to those needs that align with its mission, funding sources, eligibility requirements, and client's specific needs that will have the greatest impact on their lives. One of the funding sources the County uses for meeting the needs of the community is the Community Service Block Grant (CSBG).

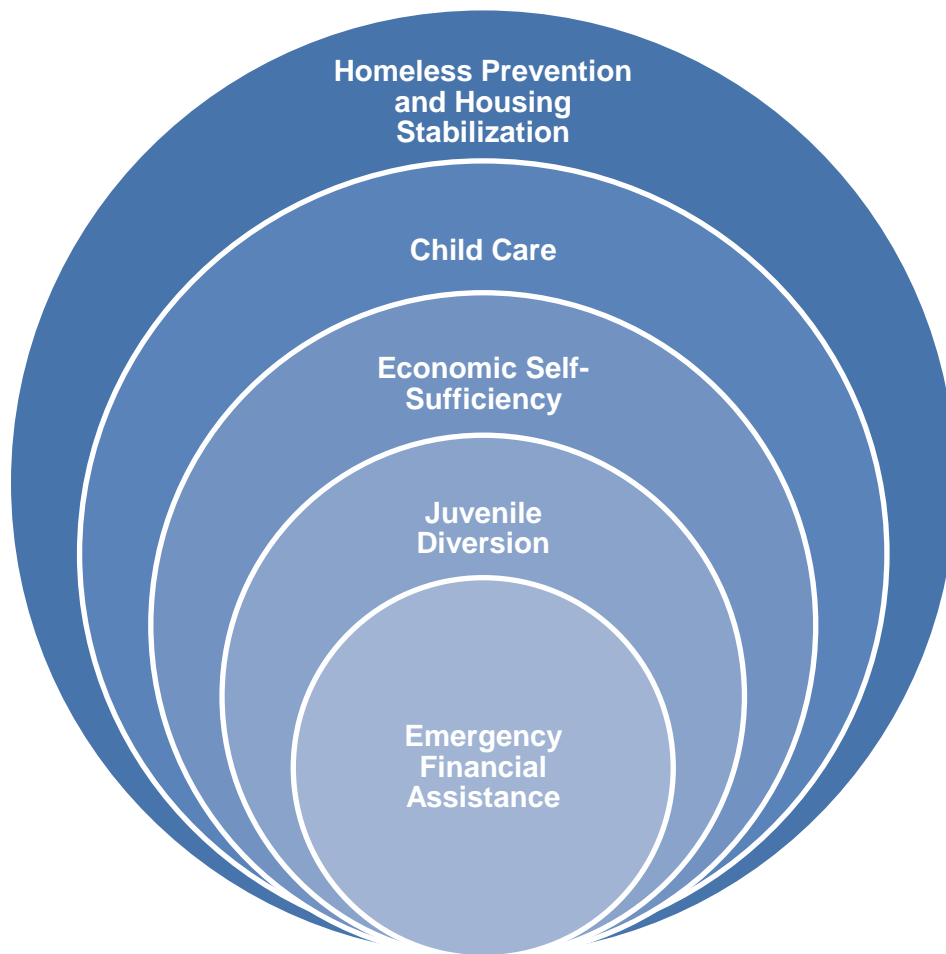
The CSBG program is a federally funded grant that provides funds to eligible nonprofit community-based organizations or governmental entities that work to reduce poverty in disadvantaged and low-income communities across the state of Florida. The CSBG requires CCHS to meet a specified number of National Performance Indicators (NPIs) as indicated in the annual work plan. The NPIs focus on community action that produces measurable outcomes. CCHS is required to report on the six national goals:

- Goal 1: Low-income families become more self-sufficient.
- Goal 2: The conditions in which low-income families' lives are improved.
- Goal 3: Low-income families become stakeholders in their community.
- Goal 4: Partnerships among supporters and providers of service to low-income families are achieved.
- Goal 5: Agencies increase their overall capacity to achieve results.
- Goal 6: Low-income families, especially the vulnerable populations, achieve their potential by strengthening family and other supportive systems.

The Community Service Block Grant (CSBG) also requires that CCHS complete a Community Needs Assessment (CNA). The purpose of the CNA is to assess gaps in services and identify resources to address community needs, determine if additional programs are needed, support organizational strategic planning, develop program priorities, support the need for funding, and to assist program evaluation.

In addition to reporting what the CCHS has done, the agency is expected to be able to identify what has occurred because of what they have done. The management of outcomes involves planning, carrying out those plans, measuring the results, and using those measurements in the next cycle of planning. The Results Oriented Management and Accountability (ROMA) concept guides CCHS' work and strategic planning process. It also emphasizes the benefits to the community that occur because of CCHS.

Charlotte County Human Services work of data collection and analysis shows that Homeless Prevention, Economic Self Sufficiency, Juvenile Diversion, Childcare and Emergency Financial Assistance represents the most demanding key issues of the community. These issues were identified by the current statistics available at the time of data collection, surveys, and community input. While collecting the available data, CCHS recognized that there were limitations to the quality and availability of data. The following is in no way meant to encompass the entire spectrum of needs within the Charlotte County community, but instead, the needs and services provided by CCHS that align with its mission, funding sources, eligibility requirements, and client's specific needs.



Charlotte 2-1-1 database from January 1, 2014 to December 31, 2016, showed that the number of calls regarding the unmet needs may vary, yet continues to remain the same (Figure A).

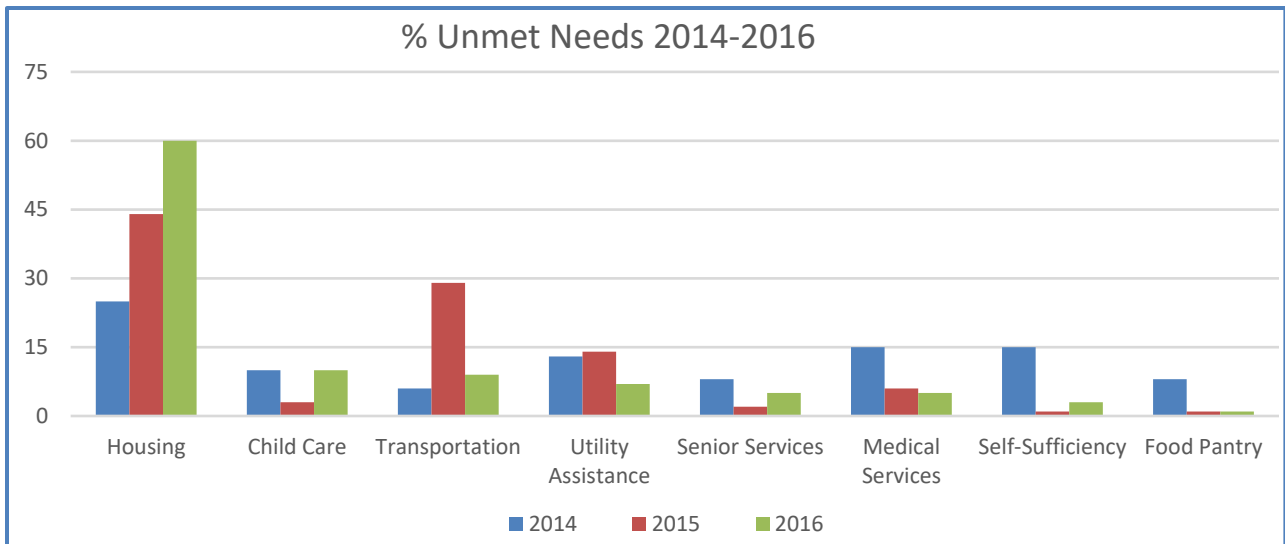


Figure A. Source: Charlotte 2-1-1 Iris 4.0 and CIS Database

Charlotte 2-1-1 database from January 1, 2014 to December 31, 2016, showed that the greatest number of calls originated from the 33952-zip code, Parkside, area (Figure B).

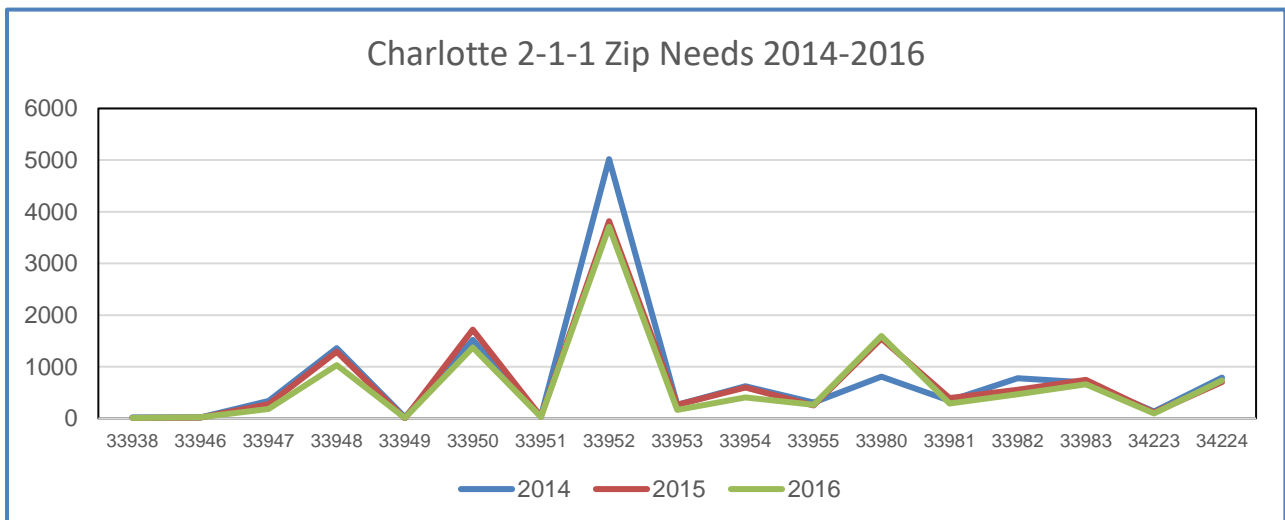


Figure B. Source: Charlotte 2-1-1 Iris 4.0 and CIS Database

Charlotte County Human Services (CCHS) identified the contributing factors that may be causing or impacting the most demanding needs, and identified possible solutions. Also, CCHS provides a description of the programs offered, the services implemented, how CCHS coordinates services with partner agencies in the community, and describes the action plan taken to meet those needs.

Homeless Prevention and Housing Stabilization

Affordable housing is scarce in Charlotte County; therefore, we aim to keep our clients in their homes and avoid homelessness.

The data collected in the 2014-2016 Community Needs Assessment revealed some of the factors for housing to be a barrier to self-sufficiency as:

- Cost of rent and mortgage payments
- Credit and background issues.
- Lack of affordable deposits for rental and utilities.
- Lack of sufficient income
- Cannot pass a criminal background check

Identify Possible Solutions

Increase funding access to safe and affordable housing for families at-risk for homelessness.

Description of Programs, Services, and Activities

Charlotte County Human Services Homeless Prevention Assistance is provided for families through the Emergency Solutions Grant (ESG), Family and Housing Assistance (FHA), Community Service Block Grant (CSBG), and Seasons of Sharing Funds (SOS) through The United Way of Charlotte County. Services include assistance with rent, mortgage, relocation assistance, eviction mitigation, moving costs, utility payment/deposit assistance, and case management.

The Emergency Solutions Grant (ESG) is a federally funded program that provides funds to address homelessness and homeless prevention. Charlotte County Human Services uses the allocated funds which assist with the prevention of individuals and families from becoming homeless. CCHS assists with rental application fees, moving costs, security deposits for rental or utility, payment of rental arrears, which consist of short-term (1-3 months) and medium term (3-6 months).

The Family and Housing Assistance (FHA) funding is utilized to compliment the Community Service Block Grant, LIHEAP, Water Assistance, and other services provided by CCHS. Services provided with County Funds will vary upon low-income household needs and are subject to funding limitations due to work plan allocations. Services include, but not limited to, rent or mortgage assistance, utility assistance, and family emergency assistance.

The Community Service Block Grant (CSBG) funding is utilized to assist families with childcare assistance, educational supports, employment supports, financial literacy, information and referrals, emergency rent and mortgage assistance, and transportation assistance.

Seasons of Sharing (SOS) is a funding source provided by the Sarasota Community Foundation. The United Way of Charlotte County allocates the SOS funds that help residents with rental, mortgage and utility assistance.

Coordination and Partnerships

Charlotte County Human Services receives referrals from Charlotte 2-1-1, Homeless Families Liaison, the Charlotte County Homeless Coalition, and other community agencies that do not have the necessary funds to assist families during the time of a crisis. A list of community partners is available in the acknowledgment section of this report.

Action Plan

Client will be assessed and will receive case management services based on eligibility for homeless prevention assistance program. Thereafter, a case plan will be developed via case manager to ensure the client will not lose housing and remain in their home

In due process, case managers will track and maintain services for clients for up to three years and measure the long-term effects of the Homeless Prevention Programs. Qualitative and quantitative data will include social, economic, and quality-of-life indicators associated with one of the CSBG national goals of improving low-income family's quality of life.

Economic Self-Sufficiency

The Charlotte County Human Services Family Self-Sufficient Program (FSSP) funded by the Community Service Block Grant is designed to offer services to motivated participants who are low income to enable them to become self-sufficient, reach their full potential, improve the quality of their lives and those of their families, and become stakeholders in the community and independent of public assistance. The amount and type of assistance provided to eligible households are subject to availability of funding and program limits.

Charlotte Count Human Services identified some of the barriers to self-sufficiency as the inability to find jobs in the area, lack of transportation, and lack of skills and education to obtain a job. These factors make individuals who grew up in generational poverty struggle with functioning effectively in the middle-class environment of education and employment. With the right tools, CCHS can help clients learn to understand and adopt successful life strategies to end the cycle of poverty.

The data collected in the 2014-2016 Community Needs Assessment revealed that some of the economic barriers to self-sufficiency are:

- Inability to find jobs in the area.
- Lack of transportation
- Lack of skills/education to obtain a job

Identify Possible Solutions

Increase opportunities for education, short-term financial assistance, and financial self-reliance to help break the cycle of poverty.

Description of Programs, Services and Activities

The Family Self-Sufficiency Program provides short-term financial assistance for eligible households and may include, but not limited to employment and educational opportunities. Services include case management and life skills training, childcare and transportation assistance, information and referrals, rent and mortgage assistance, financial literacy, and the Getting Ahead in a Just-Gettin'-By World workshop.

Rent and Mortgage Assistance program provides temporary assistance to households who are working to eliminate barriers toward goals of self-sufficiency. It also assists low-income individuals in maintaining safe and affordable housing while working towards self-sufficiency.

Educational Supports provides temporary assistance to households who are working to eliminate barriers toward goals of self-sufficiency. It assists low-income individuals to obtain access to educational opportunities that will provide workforce readiness, training or job re-training. Eligible clients can receive assistance for in-demand training and licensure adult basic education and GED tuition and testing fees.

Transportation Assistance provides temporary assistance to households who are working to eliminate barriers toward goals of self-sufficiency. It also assists low-income individuals to obtain access to reliable transportation. Services include, but not limited to, car repairs, transportation vouchers, gas cards, and driver's license.

Getting Ahead in a Just-Gettin'-By World is an internationally recognized, anti-poverty workshop led by facilitators in a "kitchen table" format that empowers low-income families with the opportunity to think about and develop their future story. It is a perfect orientation for self-sufficiency programs. Participants in this program receive wraparound case management, create a new support system that will link them with the resources they need, and receive the confidence they required to do what it takes to get ahead. Qualifying participants may also receive financial assistance, educational supplies, gas cards and other services that may reduce some barriers to program participation. The assistance is limited to program guidelines and funding availability.

Coordination and Partnerships

Charlotte County Human Services receives referrals from Charlotte County 2-1-1, Baker Center, the Charlotte County Homeless Coalition, Charlotte County Public Schools and other community agencies that do not have the necessary funds or the capacity to assist needy families.

Charlotte County Human Services develops a wraparound case management approach by collaborating with workforce development agencies, post-secondary institutions, Early Learning Coalition, and business partners in the community. For a list of community partners refer to acknowledgment section of this report.

Action Plan

A minimum of one Family Services staff and one community partner will receive facilitator training for the Bridges Out of Poverty program, *Getting Ahead in a Just Gettin'-by World*.

The Getting Ahead in a Just Gettin'-by World program consists of 12 two-hour weekly group sessions. Interwoven throughout the program are opportunities to work one-on-one with subject matter experts in the areas of finance, shopping, nutrition, employment, and homeownership. Participants are all given individualized tasks to complete that hold them accountable while building resilience and personal responsibility.

Prior to entry into the program, all clients are assessed in 19 different socio-economic areas to see where they are most vulnerable. Every three months, clients are re-assessed to measure progress over time.

Program facilitators will maintain case management services for clients for up to three years and measure the long-term effects of the Getting Ahead Program. Qualitative and quantitative data will include social, economic, and quality-of-life indicators associated with positive outcomes.

Juvenile Diversion

Having a criminal record severely limits a youth's future educational and employment opportunities. Referral to the Civil Citation Program rather than arrest reduces the negative impact of delinquency. Youth will have the opportunity to succeed in life and become stakeholders in their community.

Youth with high personal self-management skills are less likely to engage in high-risk behaviors (such as violence, sexual activity, drug use, and suicide), and more likely to engage in thriving behaviors (such as helping others, doing well in school, and taking on leadership roles). High asset levels directly correspond to higher graduation rates.

Civil Citation offers youth who commit nonviolent misdemeanor offenses an alternative to arrest that does not leave a permanent juvenile record accessible by the public.

Identify Possible Solutions

Reduce crime rates and deter continuous juvenile delinquency in Charlotte County.

Description of Programs, Services, Activities

The Civil Citation Program allows law enforcement officers the opportunity to write citations rather than arrest youth for minor misdemeanor offenses. Thereby, giving youth a second chance through the evidence-based model of Restorative Justice.

Coordination and Partnerships

Charlotte County Human Services Civil Citation Program partners with local schools, the Department of Juvenile Justice, the States Attorney Office, and local law enforcement agencies to successfully manage the program.

For a list of community partners refer to the acknowledgment section of this report.

Action Plan

Achieve and maintain a successful completion rate of state required 80% for youth enrolled in the Civil Citation Program.

Beginning August 2016, achieve and maintain a successful completion rate of 80% for youth enrolled in the Civil Citation Program.

Maintain the recidivism rate of youth in the Civil Citation program to 4% or lower.

Childcare

The high cost of childcare was one of the many barriers to economic self-sufficiency per the 2013 Community Needs Assessment. If the limitations are reduced or the barrier is eliminated by assisting with childcare costs, low-income families can obtain employment and/or seek post-secondary education.

The data collected in the 2014-2016 Community Needs Assessment revealed that some of the childcare barriers to self-sufficiency are:

- There is a lengthy waiting list for subsidized childcare for eligible families (Early Learning Coalition)
- High cost of childcare for children
- Lack of family support

Identify Possible Solutions

Increase access to quality and affordable childcare services through partnerships with accredited childcare facilities in the community.

Description of Programs, Services, and Activities

The Family Self-Sufficiency Program provides childcare assistance and before and after school childcare assistance to eligible families. The childcare assistance will give parents the opportunity to attend school, seek or maintain employment, and to possibly seek additional employment.

The Childcare Assistance Program also links families with the proper services that supports healthy child development.

Coordination and Partnerships

Charlotte County Human Services works with participating organizations and partners in the county, but not limited to Charlotte County Public Schools, Early Learning Coalition, Department of Children and Families, Boys and Girls Club, and the local YMCA. By working with these organizations and partners, it helps to build a foundation for success through quality, comprehensive, community and school-based programs. A list of community partners is available in the acknowledgment section of this report.

Action Plan

Clients receiving case management are assessed in 19 different socio-economic areas to see where they are most vulnerable. One of those areas is childcare. If the client scores low in the area, a case plan is created. The client will comply with the case plan and assistance is provided to overcome self-sufficient barriers such as lack of employment and education. The assistance will ensure that disadvantaged children will start school ready to learn. Every three months, clients are re-assessed to measure progress over time and to assure that they follow their case plan.

In due process, Case Managers will maintain case management services for clients for up to three years and measure the long-term effects of the assistance received. Qualitative and quantitative data will include social, economic, and quality-of-life indicators associated with positive outcomes.

Emergency Financial Assistance

The data collected in the 2014-2016 Community Needs Assessment revealed that some of the social issues for emergency services Charlotte County residents face daily consist of:

- Clients having difficulties maintaining a budget.
- Clients having difficulties earning enough financially.
- Lack of knowledge of possible resources in the community.
- Low-income residents (seniors, single parent household, unemployment).
- Low-income residents living in crisis mode.
- Lack of employment.

Identify Possible Solutions

Improve the daily quality of lives of Charlotte County residents.

Description of Programs, Services and Activities

Low-Income Home Energy Assistance Program (LIHEAP), Health Care Responsibility Act (HCRA), Heartship Water Assistance Program, Indigent Burials, Unclaimed Bodies Program, Transportation Supports, Senior Home Management Assistance, Home Repairs, Clothing, Car Repair, Weatherization, Financial Counseling, Resource Guides, and Family Service Center.

Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program granting low-income households an annual home energy benefit (credit) for their heating and cooling energy bill (typically electric). If households are eligible, they may receive Home Energy Assistance, even if the bill has already been paid.

Health Care Responsibility Act (HCRA) Assistance, provides financial assistance for payment to participating out of county hospital bills for eligible Charlotte County residents.

Heartship Water Assistance Program is designed for low-income households that have experienced a documented crisis within the last 90 days of the application. Water service must be in crisis mode, which means an urgent notice, or water service has been disconnected due to non-payment. The assistance from this program is granted only once every 5 years for a maximum credit of \$90.00.

Indigent Burials and Disposition of Unclaimed Bodies Program provides payment of the expenses incurred for the disposition of the deceased body, or human remains that are not claimed by a legally authorized person.

Weatherization Assistance Program is the nation's core program for delivering energy efficiency services to low-income households. Weatherization crews address the following: air infiltration, attic insulation, solar window film, compact fluorescent lamps, inspection of the duct system, refrigerator, heating and cooling systems and water heaters at no cost for the household.

State Housing Initiative Partnership (SHIP) funds provided to Charlotte County Housing Division. The SHIP funds assist homeowners to fund repairs, new construction, rehabilitation, down payment and closing cost assistance, impact fees, construction and gap financing, mortgage buy-downs, acquisition of property for affordable housing, matching dollars for federal housing grants and programs, and homeownership counseling.

Senior Home Management Assistance helps vulnerable individuals in maintaining an independent living situation by providing homemaker services to low-income seniors age 60 or older.

Home Repairs assistance from CSBG funds includes, but not limited to, structural, appliances, heating and cooling system, and plumbing.

Clothing Assistance from CSBG funds provides new clothing and uniforms to children and families that would be unable to afford these items for school or their place of employment.

Car Repair assistance from CSBG provides funds to low-income households so that they can obtain or maintain safe and reliable transportation to and from school or their place of employment.

Coordination / Partnerships

Funding from grants are advertised to the community and referrals are received from Charlotte 2-1-1, Charlotte County Public Schools Homeless Families liaison, the Charlotte County Homeless Coalition, and other community agencies. For a list of community partners refer to the acknowledgment section of this report.

Action Plan

Clients requesting emergency financial assistance from any of CCHS programs, are screened and assessed by Program Specialist and Case Managers to determine program eligibility. If it is determined that the client is eligible, the client is assisted and referred to programs specific to their needs. Case Managers will create a Specific, Measurable, Achievable, Relevant, Time-Bound (SMART) case plan and collect data by tracking the client's progress for up to three years to measure the long-term effects of the emergency financial assistance provided by CCHS. This data collected will be utilized to continuously study, address and resolve some of the key issues in the community. In addition, this data will determine the need for additional services and future funding of CCHS programs.

Summary

The narrative description provided by the Community Needs Assessment (CNA) serves as the basis for the agency's goals, problem statements, and program delivery strategies of the Community Services Block Grant (CSBG) and National Performance Indicators (NPIs). Although the entire community's needs are taken into consideration the CNA report focuses on the Charlotte County Human Services data for services and programs. Also, it defines local poverty-related needs, prioritize eligible activities to be funded by CSBG, and describes the unmet needs of the community and how CCHS can address those specific needs.

This study was divided into three phases. Phase I described the demographics of those served by the Charlotte County Human Services (CCHS) Family Services Division are comparable to those of the County. Phase II showed how the key community needs have remained the same over the years. Phase III identified the most significant needs within the community, the gaps in the services that are offered, and directed its services to those needs that aligned with CCHS Family Services mission, funding sources, eligibility requirements, and client's specific needs.

The pertained 2014-2016 demographic data for the Charlotte County Human Services CNA are as follows: Charlotte 2-1-1, Charlotte County Revolve Data Base System, the U.S. Census Bureau, Poverty from United Way ALICE Report, Transportation, The Florida Commission from the Transportation Disadvantaged, Education from the U.S. Census Bureau, Educational Attainment, Employment from Charlotte County Economic Development, Family Social Service from FL Health Charts, Family Services, U.S. Census Bureau, Health from Community Health Assessment 2015 and many other sources (refer to Endnotes page). The findings determined that the needs of the community remain the same since the last community needs assessment that was conducted in 2013.

The gap in services continues to be a challenge for Charlotte County residents and programs. Due to 2013 CNA and community awareness, CHIP was initiated to address gaps in the delivery of Charlotte County Health and Human Services that were identified. The same year CHIP's subcommittees worked extensively in the utmost cost-effective way to enhance programs that are already in place and or expand services via community collaboration and partnership. CHIP's detail information and progress are available in Appendix 3, page 77 of this report from Charlotte Sun.

Charlotte County Human Services extensive work of data collection from 2014-2016 and detailed analysis showed that homeless prevention and housing stabilization, economic self-sufficiency, juvenile diversion, childcare and emergency financial assistance represented the five key issues of the community. CCHS provides a variety of services and coordinates programs to assist with these key issues. The findings indicate that CCHS continues to make progress in assisting individuals and families towards becoming self-sufficient.

Charlotte County Human Services works collaboratively with several public and private organizations to expand services and opportunities for individuals and families to achieve positive family and community outcomes. Formal and informal partnerships with public and private agencies, organizations, and individual service providers expand the CCHS service opportunities to low-income individuals and families as required by the CSBG. Charlotte County Human Services partnerships include organizations such as; Nonprofit, Faith-Based, Local Government, State Government, Federal Government, For-Profit Business or Corporations, Consortia and Collaboration, Housing Consortia and Collaboration, Public School Districts, Institutions of Post-Secondary Education and Training, Financial Institutions, Health Service Institutions, and State-Wide Associations.

The gap in services continues to be a challenge for Charlotte County Human Services, residence, and other community partners. Data collected from Charlotte 2-1-1 helped to determine which zip code(s) in the county required the most financial assistance. The data collected from the Charlotte County Revolve Database System via Family Services Division of CCHS, and U.S. Census Bureau, Health from Community Health Assessment revealed the gender, age, race, and ethnicity of the population that Family Services served. The Revolve Database System also showed how CCHS services were coordinated, used to assist clients and continues to be in support of Charlotte 2-1-1 zip code data/area of need.

The CCHS Family Services Customer Satisfaction Survey, and focus groups, such as Together Charlotte, helped CCHS ensure that the needs assessment reflected the current priorities of the low-income population in Charlotte County.

The 2014-2016 Community Needs Assessment will allow Charlotte County Human Services to make necessary changes and coordinate within the CSBG services and activities planned for 2017-2019. These changes will allow CCHS to coordinate and center its services and programs to follow the Results Oriented Management Accountability (ROMA) guidelines.

Charlotte County Human Services will diligently work with community partners and organizations to address the needs and key issues of residents and families of Charlotte County in the most cost effective and timely manner. Charlotte County Human Services will also continue to promote and inform residents of Charlotte County of available services and programs, use the key findings as a guideline on how to coordinate and implement already available programs, enhance services in the future, to have a positive impact and making a difference in people's lives.

In conclusion, this CNA has presented an overview of community needs, focusing on the Department of Human Services data, its programs, and community agency collaboration. Charlotte County Human Services recognizes that there are limitations to the spectrum of the quality and availability of data. By no means does this report encompass the needs of the entire Charlotte County community.

The key is to continue to enhance services, share the presented report, bring about community awareness, be a valuable resource for partner agencies, and an instrument for future research.

Acronyms & Definitions

ALICE - Asset Limited, Income Constrained, Employed.

Botvin LifeSkills - Evidence Based Courses.

Bridges Out of Poverty - Evidence Based Workshop.

CCHS - Charlotte County Human Services.

CHIP - Community Health Improvement Plan.

CNA - Community Needs Assessment.

CSBG - Community Services Block Grant.

ESG - Emergency Solutions Grant.

Getting Ahead in a Just Gettin'-by World - Evidence Based Workshop.

IS Survey - Information Systems Survey.

NPI - National Performance Indicators.

Poverty - the state or condition of having little or no money, goods, or means of support.

ROMA - Results Oriented Managements Accountability.

SOS Funds - Season of Sharing funds from United Way.

Work Plan- a detailed account of how an individual or family will accomplish a specific task.

Endnotes

Phase I

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- ² US Census Bureau, Occupancy Characteristics, 2011-2015 American Community Survey 5-yr. estimates
- ³ FL Health CHARTS, *Children experiencing child abuse ages 5-11, 2010-2016*
- ⁴ Ibid.
- ⁵ Youth.Gov, *Prevention & Early Intervention*, Positive Youth Development
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- ⁸ Ibid.
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- ¹⁰ Florida Department of Children & Families, *2016 Florida Youth Substance Abuse Survey*, Charlotte Data Tables
- ¹¹ Southwest Florida Economic Almanac, 2017
- ¹² Together Charlotte 2016
- ¹³ Department of Elder Affairs, *2016 Profile of Older Floridians – Charlotte*
- ¹⁴ Ibid.
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- ¹⁸ Ibid.

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FIGURES

Phase I

Figure A. Source: U.S. Census Bureau, 5-year Annual Estimates of Residential Population, 2010-2015.

Figure B. Source: U.S. Census Bureau, American Community Survey 5-year Estimates, 2011-2015.

Figure C. Source: Ibid.

Figure D. Source: U.S. Census Bureau, Annual Estimates of the Resident Population for Selected Age Groups by Sex, 2011-2015.

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Figure A. Source: U.S. Census Bureau, Educational Attainment 2011-2015 American Community Survey 5-year Estimates.

Figure B. Source: Ibid.

Figure C. Source: Ibid.

Figure D. Source: Charlotte County Public Schools, 2016-2017 School Demographics.

Figure E. Source: Charlotte County Public Schools, District & School Grades.

Figure F. Source: Florida Department of Education, FSA English Language Arts Grade 3, 2015-2017

Figure G. Source: Florida Department of Education, FSA English Language Arts Grade 3-10, 2017

Figure H. Source: Florida Department of Education, FSA All Mathematics Grades 3-8, 2017

Figure I. Source: Florida Department of Education, Florida's High School Cohort, 2015-2016 Graduation Rate

Figure J. Source: Ibid.

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Figure A. Source: Charlotte County Economic Development, Unemployment Percentages for Charlotte County 2008-2016

Figure B. Source: U.S. Census Bureau, Poverty Threshold Guideline

Figure C. Source: U.S. Census Bureau, Charlotte County Quick Facts, 2010-2015

Figure D. Source: U.S. Census Bureau, Educational Attainment 2011-2015 American Community Survey 5-year Estimates

Family Social Services

Figure A. Source: FL Health Charts, Children Experiencing Child Abuse – Age 5 to 11

Figure B. Source: Ibid.

Figure C. Source: Ibid.

Figure D. Source: Florida Department of Juvenile Justice, Delinquency Profile, FY 2015-2016

Figure E. Source: Florida Department of Children & Families, 2016 Florida Youth Substance Abuse Survey

Figure F. Source: Ibid.

Figure G. Source: Ibid.

Figure H. Source: Florida Department of Elder Affairs, 2016 Profile of Older Floridians

Health

Figure A. Source: Southwest Florida Economic Almanac, 2017

Figure B. Source: Ibid.

Figure C. Source: Ibid.

Figure D. Source: FL Health CHARTS, Suicide: Age-adjusted Deaths Rates – Single Year Rates

Poverty

Figure A. Source: United Way ALICE Report, 2017 Update for Florida, Charlotte County

Figure B. Source: Southwest Florida Economic Almanac, 2017

Figure C. Source: Ibid.

Figure D. Source: Ibid.

Figure E. Source: National Low Income Housing Coalition, Out of Reach, 2017

Figure F. Source: Department of Children & Families, Standard Data Reports

Figure G. Source: Early Learning Coalition of Florida's Heartland, Charlotte County: 2015 Market Rate Report: Full Time Rates

Transportation

Figure A. Source: The Florida Commission for the Transportation Disadvantaged, Charlotte County BOCC Transit Division, 2014-2016

Figure B. Source: Ibid.

Phase III

Figure A. Source: Charlotte 2-1-1 Iris 4.0 and CIS Database: Percent of Unmet Needs 2014-2016

Figure B. Source: Ibid.

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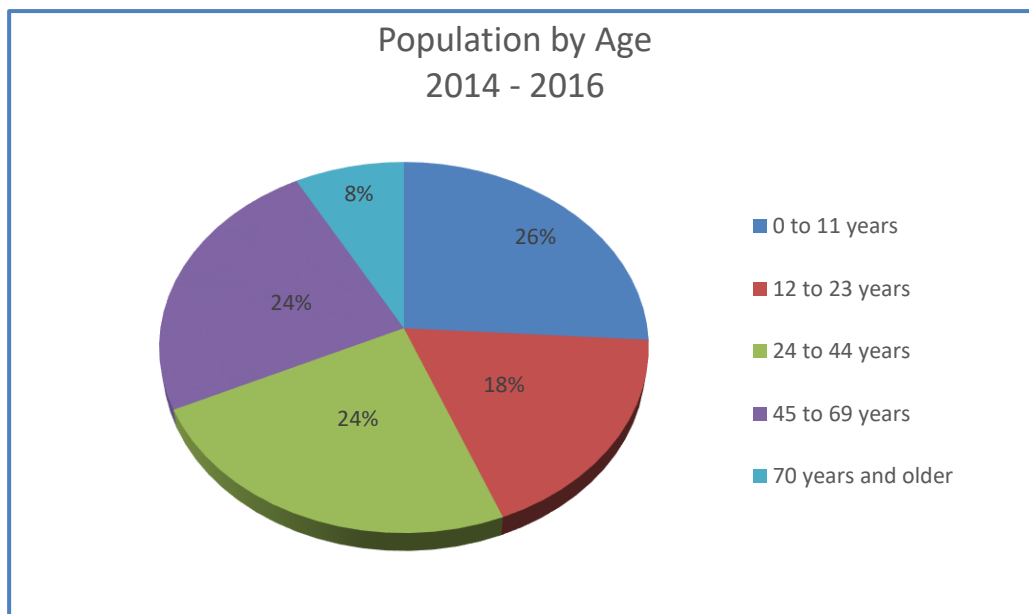
Appendix 1

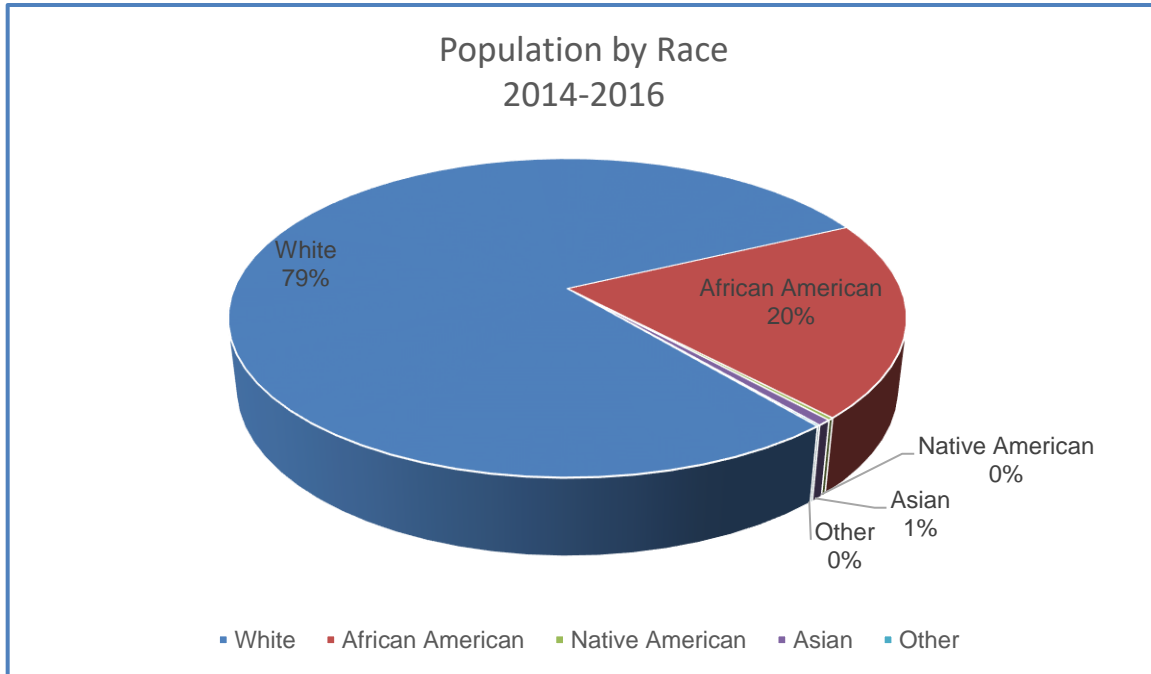
Family Services Data

Information System Survey of Clients Served: Overview of served population

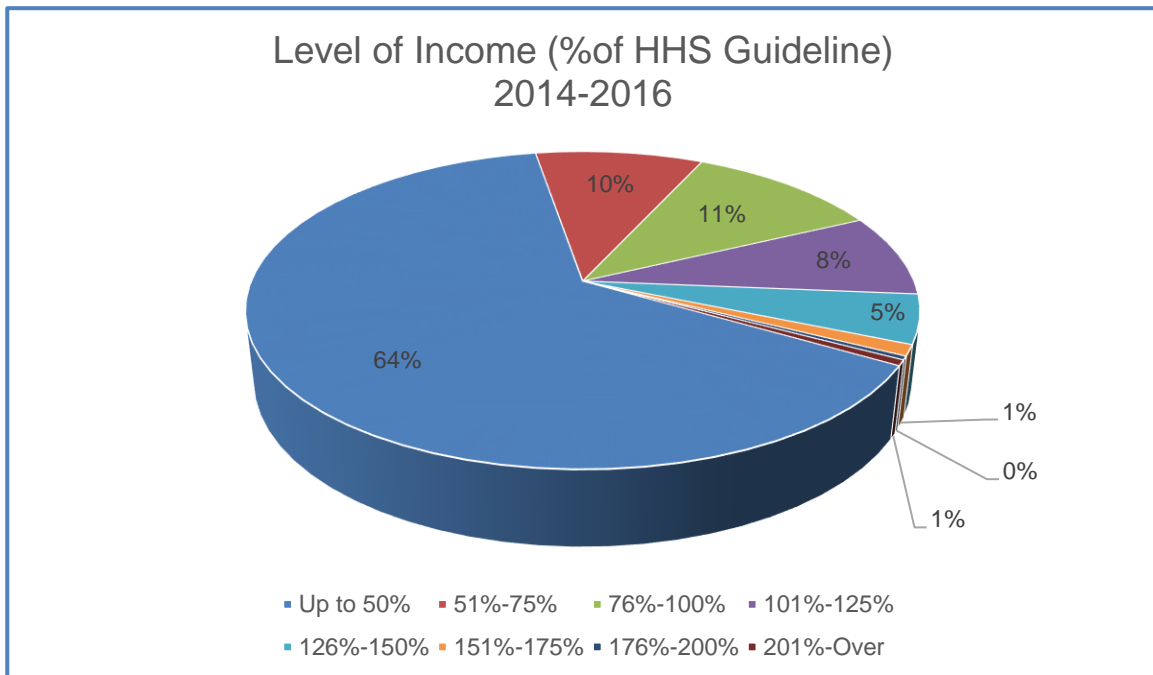
Charlotte County Human Services Family Services Division utilizes and gathers information from the Information System Survey, which is a program of the Revolve database.

During the last reporting year, 01/01/14 thru 12/31/16, the total number of unduplicated persons who were served by the Charlotte County Human Service – Family Services Division was 8,432, which represented a total of 3,506 families. These individuals and families sought services and resources through Family Services per their needs.



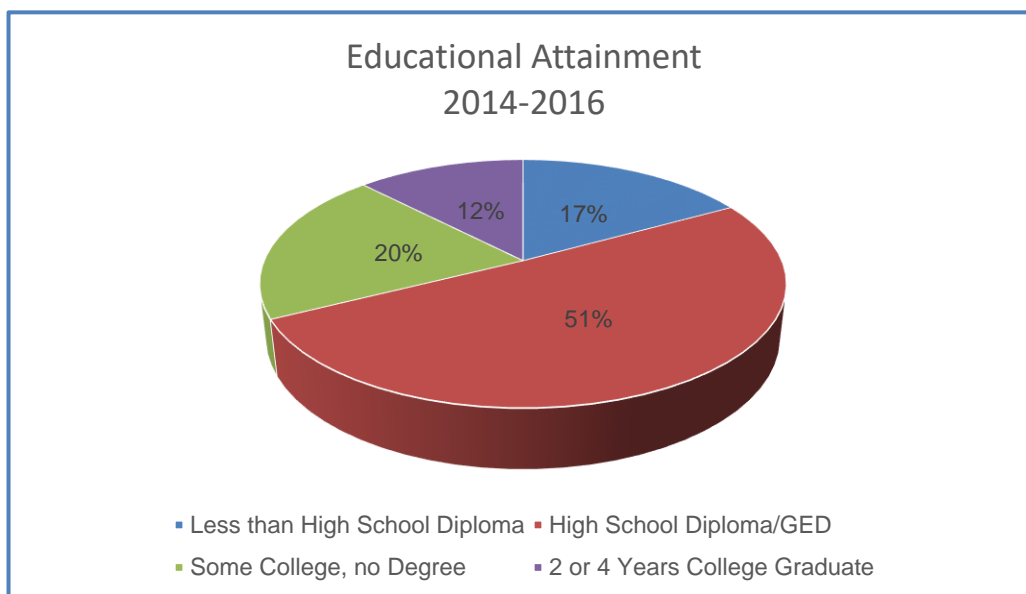
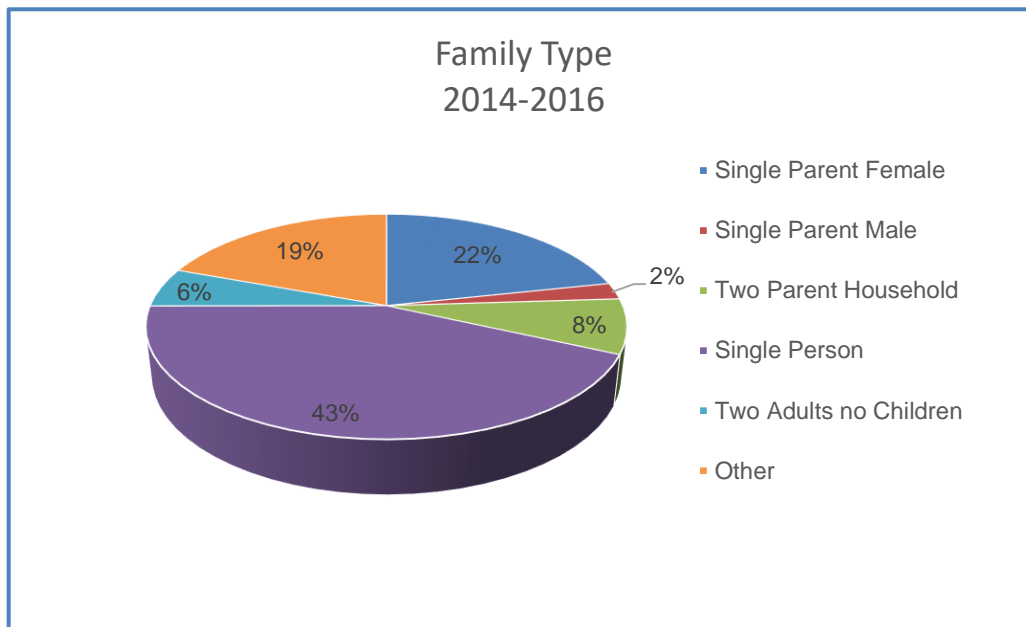


Family Services uses the Health and Human Service Guideline to ensure equal opportunity and fair treatment for its community. Issued each year, the HHS guidelines are a simplified version of the poverty thresholds which helps to determine financial eligibility for certain Federal programs. Of those served by the Family Services Division, 44% fall below the described 50% guideline margin.



While the division name is Family Services, recent years have depicted a greater need for services for those who identify as a single individual. In the 2015-16 year, Family Services provided services and programs to 1,148 families and of that 43% were single person households. Followed by 21% Single parent female, and 20% other, for example, grandparent households.

Family size mirrors the above where 44% of those served by Family services are single person households, 19% are two persons, and 13% for both three and four person households.



Appendix 2

Client Satisfaction Survey

During the month of June, 2017, Charlotte County Human Services Family Services Division distributed 139 surveys to its clients. Sixty-Three respondents provided information on their demographics, current needs, and possible additional that they would be possibly be interested in.

Methodology: Staff was given instructions to give the customer satisfaction surveys to all Family Services. Clients could fill out surveys anonymously or give their information. Clients were given the opportunity to drop them into a box on their way out. Returned surveys were compared to the client sign-in sheets to determine client response rate. Survey responses were based on a 5-point Likert Scale.

Response Rate: During the month of June, there were 139 clients that signed in to receive services, and of the 139 clients that received services, 63 surveys were returned for response rate of 45%. The response rate for 2016 was 32%.

Limitation: It was discovered that some of the clients did not want to complete the survey, and the lack of a full-time front desk personnel prompting clients to complete the survey caused client participation to be lower than expected.

Results:

Question 1: Charlotte County Human Services assisted me in a timely manner.

Score: 4.74

Question 2: Based on your contact with our staff, how would you rate your overall experience?

Score: 4.77

Question 3: I received the information and services that I needed.

Score: 3.7

Question 4: I would recommend family and friends to Charlotte County Human Services.

Score: 4.49

Question 5: I was satisfied with my overall experience with Charlotte County Human Service.

Score: 4.88

Fast Facts:

- 74% of the clients who participated in completing the survey needed FPL assistance.
- 71% of the clients were interested in additional services.
- 34% of the clients were interested in rental assistance.
- 21% of the clients were interested in childcare.
- 11.75% of the clients who received LIHEAP also received food pantry assistance.

Conclusion:

- Majority of the clients who participated in completing the survey felt that Charlotte County Human services was doing a good job in the areas of being assisted in a timely manner, their overall experience, receiving information on services needed, and were satisfied with their overall experiences. Three identified areas of improvement in comparison to last year's survey was the accessibility to the food pantry, referrals to other agencies, and rental assistance.
- Supervisors and frontline staff have worked on improving the overall satisfaction of clients who receive services and assistance from Charlotte County Human Services. The adjustment to scheduling appointments and the adjustments that staff members have made to their own schedules has helped to improve the overall satisfaction of clients. Charlotte County Human Services will continue to strive for excellence in regards to keeping clients satisfied.



Charlotte County Human Services

Family Services Division Client Satisfactory Survey – June 2017

Please take a moment to let us know how we are doing and how we can improve our customer service.

1. Charlotte County Human Services assisted me in a timely manner.

1 (Poor) 2 (Below average) 3 (Average) 4 (Above Average) 5 (Excellent)

2. Based on your contact with our staff, how would you rate your overall experience?

1 (Poor) 2 (Below Average) 3 (Average) 4 (Above Average) 5 (Excellent)

3. I received the information and services that I needed.

1 (Poor) 2 (Below Average) 3 (Average) 4 (Above Average) 5 (Excellent)

4. I would recommend family and friends to Charlotte County Human Services.

1 (Definitely Will Not) 2 (Probably Will Not) 3 (Maybe) 4 (Probably Will) 5 (Definitely Will)

5. I was satisfied with my overall experience with Charlotte County Human Services.

1 (Poor) 2 (Below Average) 3 (Average) 4 (Above Average) 5 (Excellent)

What type of service(s) were you requesting today?

☐ LIHEAP ☐ Rental or Housing Assistance ☐ Family Self Sufficiency ☐ Food Pantry ☐ Civil Citation

Other (please describe): _____

What additional services that Charlotte County Human Services provide will you be interested in?

<input type="checkbox"/> LIHEAP	<input type="checkbox"/> Home Cleaning Supplies	<input type="checkbox"/> Employment Supports
<input type="checkbox"/> Rental Assistance	<input type="checkbox"/> Emergency Car and Home Repair	<input type="checkbox"/> Adult Basic Education
<input type="checkbox"/> Daycare for Children	<input type="checkbox"/> Youth Enrichment Programs	<input type="checkbox"/> Transportation Supports
<input type="checkbox"/> Clothing Assistance	<input type="checkbox"/> Before and After School Childcare	

Other (please specify) _____

Name and Contact Information (optional) _____

Charlotte County Human would like to thank you for your time and feedback

Appendix 3

Together Charlotte

Community Conversations

Together Charlotte – A Community Framework for Action

Shared Vision:

“We envision a safe, healthy, educated and vibrant community where individuals, families and organizations are encouraged, engaged, and empowered to actively participate in achieving financial stability and in creating a sustainable quality of life for all”.

Mission:

“Together Charlotte is a collaborative coalition that empowers and encourages our community to champion high quality health and human services”.

In late August and early September 2016, the Together Charlotte initiative conducted a total of five Community Conversations covering the Englewood, Port Charlotte, and Punta Gorda areas. Open to the public, these sessions allowed participants the opportunity to openly discuss their aspirations, challenges and concerns, as well as, areas for improvements. With more than 100 residents attending, the Community Conversations allowed stakeholders and the United Way of Charlotte County to discuss areas of focus with residents. The following represents the remarks discussed and repeated in each of the five conversations.

Aspirations:

- Supportive and diverse community – safe, active, and healthy
- Affordable housing and no homelessness
- Economic development- stronger workforce
- Access to care - health and mental health services
- Quality schools
- Public transportation
- Better quality of life – supports for seniors and veterans

Issues:

- Transportation
- Housing
- Poverty
- Economic Self-sufficiency
- Drugs and Mental Health
- Health and Human Services
- Workforce
- Education

Barriers:

- Lack of community involvement
- Seasonal community
- Lack of funds and resources
- Geographic spread
- Lack of motivation
- Prioritization
- Taxes
- Resistance to change
- Leadership
- Common sense

Who do I trust to take action?

- United Way
- Non-profits
- Churches and faith-based organizations
- Law enforcement
- Chamber of Commerce
- Civic groups
- Parents
- Volunteers and mentors
- County Commissioners
- Our Charlotte Elder Affairs Network (O.C.E.A.N.)
- Associations (i.e. condos/homeowners)
- Scouts and R.O.T.C.
- Other communities that have done it successfully

The Community Health Improvement Partnership (CHIP) Due to 2013 CNA

Charlotte Sun

10/08/2017 - Page A20

By GARY ROBERTS

STAFF WRITER

MURDOCK — When compared to other areas, Charlotte County performs poorly in several key health care categories.

The Community Health Improvement Partnership was initiated in 2013 to address gaps in the delivery of Charlotte's health and human services that were identified in the Community Needs Assessment that same year. The health care concerns surveyed included access to health care, chronic disease prevention, maternal and child health, mental health and positive aging.

As CHIP steering committee chair, Dianne Nugent of the Florida Department of Health in Charlotte County said the county has fallen short in some quality-of life categories.

"Each one of those areas have issues that indicate Charlotte County may be doing less well than other communities in the state," she said.

One of the worst local health problems involves pregnant women who smoke. In 2015, 13.9 percent of mothers who gave birth smoked during pregnancy in Charlotte. This rate had actually gone down since 15.1 percent the year before, but then went up again to 14.2 percent last year.

The 2015 rate in other counties was far below, including DeSoto (9.0 percent), Sarasota (6.9 percent) and Lee (6.6 percent). The state rate was lower still at 5.5 percent.

"Charlotte County's numbers are so much higher than surrounding counties," Nugent said. "We don't really know what the root cause of this is. We have an interesting dynamic here."

According to the CHIP progress report, Charlotte also doesn't fare well in health care access due to a lack of insurance, particularly among children. As a result, child health and maternal outcomes do not meet expectations, she said.

"We have not been doing well with getting women into (prenatal) care in their first trimester of pregnancy," Nugent said. "We find that there are quite a few children in our community that don't have health insurance."

To combat this unhealthy scenario, CHIP set a one-year target of enrolling 50 children for health insurance by June. However, just 17 children were enrolled as of August.

But when compared to Miami-Dade County, which only enrolled a handful of children after a yearlong campaign, Nugent said Charlotte's numbers showed progress.

"We did quite well at 17, but we're not stopping," she said. "It's still a big challenge for us."

The county was more successful on the transportation front to improve access to health care. Charlotte County Transit increased its number of medical trips by 20.7 percent in just one year, from 12,537 in 2014-15 to 15,128 in 2015-16, according to the Transportation Disadvantaged Annual Performance Report.

Another health care category that saw advancement is the need to reduce teen suicides. Charlotte Behavioral Health Care, working with the school district, is focusing education and counseling efforts on eighth graders, prior to their most vulnerable years.

"Our focus is on the long term," Nugent said. "How do we build strength in the younger population so by the time they reach the middle years (ages 35-64) they will be less susceptible, or they'll be more alert to people around them who are in stressful situations?"

Fortunately, adolescent suicide victims are few in Charlotte, with just one each in 2014 and 2015 among those 19 and younger. But suicides of all ages jumped to 37 in 2015, after 28 the year before.

In 2016, Charlotte Behavioral launched a successful post-vention tool for family members, making them aware of available resources after a suicide. Nugent said this support program could become a national model.

Switching to the elderly, another strategy that has seen positive results, is offered by the Senior Friendship Center. This outreach program for homebound seniors involves visitors helping them overcome their difficulties, she said.

"We know isolation is a problem, depression is a problem. There are lots of issues facing our elderly," Nugent said.

Meanwhile, the rates for breast and lung cancer are falling after reaching a high in 2014. However, prostate cancer is slightly up in Charlotte County.

Email: groberts@sun-herald.com

Appendix 4

Charlotte 2-1-1

Community Data sourced from Charlotte 2-1-1

Charlotte 2-1-1 is a federally designated call number which provides individuals with free 24/7 access to information on health and human services such as mental health, senior care, youth and family support, transportation and other community resources. Charlotte 2-1-1's database contains 426 non-profit and government agencies and 561 programs available to Charlotte County residents. Between 2014 and 2016, Charlotte 2-1-1 received and responded to 39,412 calls for information and referral assistance & maintains a national accreditation with the Alliance of Information and Referral Systems (AIRS).

Charlotte 2-1-1 provides the following services:

- Collects data on community needs based on zip code, age, and referred agencies.
- Works with partners to maintain a Community Information System (CIS) database that allows for tracking of utilization of food pantries and other services.
- Works with crisis centers, public safety, and law enforcement on emergency calls.
- Assists the Emergency Operations Center during periods of emergency activation.
- 2-1-1 Call Center collects data based on the incoming call

Total Number of 2-1-1 calls in Charlotte County in all zip codes (2016): 12,636.

Total Number of 2-1-1 calls in Charlotte County in all zip codes (2015): 12,624.

Total Number of 2-1-1 calls in Charlotte County in all zip codes (2014): 14,152

Although the entire community's needs are taken into consideration for services and programs, with assistance from Charlotte 2-1-1, the zip code that shows that greatest caller need is 33952, the Parkside area.

With a slight fluctuation in call quantity and caller location, between 2014 and 2016, the 33952-zip code area remains the lead area for 2-1-1 calls.

Total Number of 2-1-1 calls in zip code 33952 (2016): 3,709 or 29% of all calls.

